



Terms for Direct Sales for Credit Approved Bookstores

Indicated terms and prices (and applicable shipment charges) apply to US based vendors only.

ALL IMPRINTS

(Arc Manor, Serenity Publishers, Tark Classic Fiction, Phoenix Pick, Phoenix Rider, Manor Wodehouse)

Terms For Direct Sales

(books also available through Ingram and Baker & Taylor)

Standard shipping will be WAIVED for any single order of 30+ books (order may contain multiple titles).

Option 1. Returnable Within 180 Days of Invoice Date. Discount 8%. Minimum 1 copy, Maximum 60 copies. Shipping/Handling \$5.99 (flat, 30+ free). Bookstore is responsible for returning the books to Arc Manor in acceptable condition to get a full refund (shipping/handling charges not refundable).

Option 2. NOT Returnable. Discount 20%. Order amount, minimum 1 copy, maximum-none. , Shipping/Handling \$5.99 (flat, 30+ free).

Shipment is via UPS (or equivalent) ground. Allow 2-3 weeks for receipt of books. Expedited shipment available upon request (extra charges apply). Payment is due 90 days from date of invoice.

To Order

Send us your Purchase Order by any one of the three methods listed below, **indicate your option preference***

By Mail	By Fax	By Email
Direct Sales Arc Manor P. O. Box 10339 Rockville, MD 20849-0339	310-388-8449	Sales@ArcManor.com

Books ordered without indicating an option preference will automatically be shipped under the terms of Option 2: NOT Returnable/20% Discount

Returns

Invoices for books bought on a returnable basis will clearly indicate so on the invoice. If 1. The books were bought on a returnable basis, 2. you have a copy of the invoice, 3. the books are in as-new condition, and 4. you are returning the books within 180 days of the invoice date, you do not need prior authorization. Just ship the books **WITH A COPY OF THE INVOICE to:**

Returns
Arc Manor, LLC
P. O. Box 10339
Rockville, MD 20849-0339

If ANY of the four conditions listed above do not apply, YOU ARE REQUIRED TO CONTACT US FOR RETURN AUTHORIZATION.
Call 240-645-2214 or email Returns@ArcManor.com.
Please email us for a non P.O. Box address, if required.

Rev. & Effective 7/09/2009. Previous purchases bound by terms in effect at time of purchase. Arc Manor, Serenity Publishers and affiliated imprints and companies reserve the right to change these terms at will and without prior notice.

Inquiries

For Sales and Order Status: Sales@ArcManor.com
For Returns: Returns@ArcManor.com
For All Other Inquiries: Info@ArcManor.com
Phone: 240-645-2214 Fax: 310-388-8449

Arc Manor, LLC, P.O.Box 10339, Rockville, MD 20850