

Atomic Dog Publishing, Bookstore FAQ's

Atomic Dog Publishing's goal has been to provide quality learning materials at an inexpensive price. Thomson Custom Solutions is committed to that goal and looks forward to partnering with you to realize this vision. Below are some policies and additional information related to ordering Atomic Dog titles.

How do I order Atomic Dog titles?

To ensure there is no interruption in your service, there will be no change in the Atomic Dog contact information for placing orders until we complete the integration of Atomic Dog titles into our systems and warehouse.

Email

General inquires and ordering:
customsolutions@thomsonlearning.com

Phone

Domestic: 800-355-9983
International: 513-842-3333 ext. 5
Fax: 800-487-8488

Atomic Dog titles will be transferred to the Thomson Distribution Center and available for shipping by **May 15th 2006**.

What is the returns policy?

Effective immediately, Atomic Dog titles will follow the Thomson Custom Solutions returns policy:

- ★ Returns are allowed for products bought directly from Thomson USA.
- ★ Returns of product purchased from overseas will be refused back to the customer and no credit will be issued.
- ★ Returns must be shipped prepaid by traceable means and be accompanied by one packing list per carton indicating quantity and titles returned.
- ★ To ensure proper crediting, please include a copy of your original invoice. Returns must be in saleable condition. Advanced permission to return must be requested for all returns with missing invoices.

★ In an effort to control cost and textbook pricing, we will accept up to 20% of the quantity ordered and returns must be made within 12 months of the invoice date regardless of Service Plus status.

★ Returns must be packed in cartons of at least 257 lbs. test for larger boxes and 200 lbs. test for smaller (similar to Thomson Learning's shipping standards). Product must be packed with sufficient and appropriate packing material.

★ Returns of superseded titles must be received within 120 days of publication of the new edition. Returns of Out of Print titles must be received within 120 days of notification.

★ A \$10.00 shipping fee will be charged for all refused returns.

Where do I ship returns?

You can begin shipping returns to our Thomson Distribution Center effective immediately:

Thomson Distribution Center
Attn: Returns Location 02
10650 Toebben Drive
Independence, KY 41051

To ensure proper crediting, please include a copy of your invoice.

Why do I have two ISBN's for the same title?

When placing a bookstore order, use the Paperback + Online Edition's ISBN or the Online Edition ISBN. The book only ISBN is strictly for students who order directly from our website and for sample copies provided to instructors. When students order directly from Atomic Dog's website, our site grants them immediate online access. When students buy from a bookstore, we provide a Book Activated Key with the print textbook that instructs them on how to gain online access via our website.

Which ISBN do I use for ordering?

Stores should continue to use the same ISBNs they are accustomed to providing for orders.

