

servicePLUSsm BENEFITS AT A GLANCE 2008

The status you earn as of 6/30/08 will remain in effect through 6/30/09.

	Bronze Level	Gold Level	Platinum Level
NEW! Store Qualifications 12-Month Cycle July 1 — June 30	All Cengage Learning college store customers qualify at the Bronze level.	<ul style="list-style-type: none"> Stores must maintain a 12-month net purchase volume of \$25,000 Annual returns ratio is less than 20% Bill-to account must meet Credit Department approval 	<ul style="list-style-type: none"> Stores must maintain a 12-month net purchase volume of \$50,000 Annual returns ratio is less than 15% Bill-to account must meet Credit Department approval
Returns Policy	12 months from the date of invoice	15 months from the date of invoice	Life of the Edition
Custom Returns Policy	20% 12 months from invoice date	20% 12 months from invoice date	20% 12 months from invoice date
Stock Locator Service*	Yes	Yes	Yes
NEW! Ordering Discounts	N/A	1/2% discount on Pubnet and online orders placed in June	1% discount on Pubnet and online orders placed in June
Deferred Payment (upon request)	June: payable September 15 July: payable September 15 November: payable January 15	June: payable September 15 July: payable September 15 November: payable January 15	June: payable September 15 July: payable September 15 November: payable January 15
Centralized Permissions Service*	Yes	Yes	Yes
iChapters.com Affiliate Program	serviceplus.cengage.com/ ichapters2.html	serviceplus.cengage.com/ ichapters2.html	serviceplus.cengage.com/ ichapters2.html
Sell-Through Assistance	serviceplus.cengage.com/ sellthrough.htm	serviceplus.cengage.com/ sellthrough.htm	serviceplus.cengage.com/ sellthrough.htm
Technology Product Training Resources	serviceplus.cengage.com/ technology.htm	serviceplus.cengage.com/ technology.htm	serviceplus.cengage.com/ technology.htm