



Trade Sales Discount Schedule & Policies

Effective January 1, 2009

SAN: 299-4909

1. Trade Sales Discount Policy

TECHSTAR, Inc. extends the following discount schedule to book sellers / trade sales.

The Industrial Operator's Handbook, 2nd Edition
Maintenance and the Safety Envelope
Trustworthy Leaders
Human Performance Trilogy

The quoted discounts apply only to a **single purchase, shipped to one address, under one invoice or payment**. Discount is applied to single titles only.

2. Discount Schedule:

Contact Jane Howlett for discount schedule.

3. Pooled Orders/Drop Shipments

Orders shipped to multiple addresses will be charged a \$25.00 handling fee for each additional destination.

4. Payment and Credit Terms

Orders less than \$1,000 (USD) must be prepaid. At TECHSTAR's discretion, credit may be extended to qualified business for purchase orders, with payment due upon receipt of invoice. Payments not received within 30 days from invoice date are Past Due and subject to late charges of 1 $\frac{3}{4}$ % per month (21% APR); assessed monthly beginning 31 days after the invoice date. We reserve the right to require prepayment for subsequent orders from customers with past due accounts, and/or refuse new orders until all invoices are paid. All payments must be made in US funds and include shipping charges. TECHSTAR also accepts American Express, Visa, and MasterCard.

5. Shipping Terms

Shipping Terms are F.O.B. Pocatello, Idaho. Orders are shipped via United Parcel Service (UPS) Ground unless otherwise specified. Shipping other than UPS Ground is subject to additional charges.

6. Returns Policy

General: TECHSTAR books in new condition may be returned subject to the following conditions:

- ? Call for return authorization and shipping instructions
- ? Refunds subject to 20% restocking charge
- ? Returns must be made within 30 days of original ship date
- ? Copy of the packing list showing TECHSTAR's order number must be included
- ? Books must be in new and resalable condition

Damaged Merchandise: Notify TECHSTAR within 15 days of receipt of damaged goods for instructions. Claims for shipping damages should be made directly to the carrier.

Defective Merchandise: Notify TECHSTAR immediately of defective goods for return and refund instructions.

7. Contact Information

Address: **TECHSTAR, Inc.**
PO Box 2651
Pocatello, ID 83206

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