

Volume Discount Schedules & Purchase Policies

Effective January 1, 2009

1. Volume Discount Policy

TECHSTAR, Inc. extends the following discount schedule to individuals, companies and government agencies for the following titles:

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

The quoted discounts apply only to a single purchase, shipped to one address, under one invoice or payment. Multiple titles may be combined to obtain the discount (I.E. 12 copies of The Industrial Operator's Handbook and 13 copies of Trustworthy Leaders would qualify for the 10% discount).

2. Discount Schedule:

1-24 copies0%
25-100 copies10%
101-199 copies15%
200-499 copies20%
500+ copies30%

3. Sales to Bookstores, Publishers, and Wholesalers

-See Trade Discount Policy and Price Schedule-

4. Pooled Orders/Drop Shipments

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

5. 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 1¾% 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.

6. 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.

7. 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.