

Ordering Books for One-Time Author Appearances

Instructions

Books are available for purchase from Random House for author events at a 40% discount off the cover price along with the option to return any unsold copies within sixty (60) days from ship date. Orders should be placed a minimum of two weeks prior to the event date to ensure timely shipping. For large orders (about 200 copies or more) an additional week's advance notice should be added for credit approval procedures.

To place an order, call Customer Service at 1-800-733-3000 or email your order to csorders@penguinrandomhouse.com

- When placing your order, please be sure to indicate that the order is for an author appearance
- For any rush orders, you will be charged extra for shipping. We strongly encourage you to place your book order at least 6-8 weeks in advance.

When ordering, please provide the following information:

- Appearance date
- Desired arrival date
- Shipping address
- Billing name and address (or account number, if you already have an account)
- Contact name and phone number
- Titles of the books
- Quantities for each title
- ISBN for each title
- Any special instructions

PRH provides free freight for standard shipping

- Please allow 7-10 business days for delivery from receipt of order
- If 2nd day or overnight delivery is required, charges will be included on the customer's invoice

Customers must pay for the entire order before the books will ship

- We are able to accept credit cards or check, but checks must clear before books will ship out

Event hosts should order enough books to cover approximately 30% of the audience size

- Example: If 100 attendees are expected, be sure to order at least 30 books

If books have not arrived ten working days before your need-by date, please call customer service at 1-800-733-3000



- Please be sure to have your purchase order and the date of your order on hand when making the call

To return unsold copies:

- Unsold books are returnable provided they are in good condition
- Signed books are returnable provided they are not dated or personalized
- You must pay for return postage and books should be sent with a copy of the original packing slip/invoice (or a packing slip supplying your organization's name and account number), and marked "Author Appearance Return"
- If you return books via the U.S. Postal Service, please insure the package(s) so that you have a receipt
- A credit memo will be issued to your account upon receipt of your return.
- Please use a traceable method for returns (UPS, Fed EX, or Postal Post)

All returns must be sent to:

Penguin Random House Warehouse
1019 North State Road 47
Crawfordsville, IN 47933

Returns will take 4-6 weeks to be processed

- Please allow at least 3 weeks for credits to be issued

