



AUTHOR EVENT & AUTHOR PURCHASE ORDERING INSTRUCTIONS FOR THE US & CANADA

Due to the strict guidelines required for encrypting credit card data, purchasing author copies via [our website](#) is the only method of purchase. Entering promo code **AUTHOR40** in the 'Discount Coupon' box will automatically calculate and apply a 40% discount to your order.

Points to take into account when ordering books:

- [UC Press.edu](#) requires full payment via credit card at the time of online purchase on all authororders.
- Please note that orders placed on our website with a discount code are subject to taxation.
- Orders normally take 12 business days, however during the pandemic orders are experiencing significant delays, up to 5 weeks from date of order. If you are pre-ordering your book before the on-sale date, you will need to add 12+ days to *on-sale date*, (OSD) not the date when the book was ordered.
- Authors are responsible for shipping costs.
- If books need to arrive by a certain date, you must select the appropriate expedited ship method.
- Books ordered using an author discount are meant for personal use and not for resale.
 - o In cases where an author's contract legally grants permission to resell books, you are required to set up a retail account, separate from your author account, by contacting Ingram Publisher Services at IPSJacksonOrders@ingramcontent.com or call [800.343.4499](tel:800.343.4499).

TIMING LOGISTICS

Events should be scheduled for 2 or more weeks *after* the on-sale date of the book.

- When planning domestic (North American) events, venues must be contacted at least two months prior to publication date, in order to inquire if the venue in question has dates available.
- To ensure that books ordered for a confirmed event arrive with ample time prior to the scheduled date, UC Press Sales must be informed about the event one month ahead of time.
- Allow at least two weeks for standard (ground) delivery. If an order is placed on a tighter time schedule, books may not be available with ground shipping; if stock is available, you/the venue are responsible for paying for rush shipping.
- We are unable to arrange for books to ship directly from a printing facility to an event location.

AUTHOR EVENTS AT BOOKSTORES

Bookstores with existing IPS accounts should contact their UC Press sales representative to purchase stock for author events, or by contacting, Ingram Publisher Services at: IPSJacksonOrders@ingramcontent.com or by calling, [800.343.4499](tel:800.343.4499) OR, from their preferred wholesaler.

AUTHOR EVENTS AT NON-BOOKSTORE VENUES

It is highly recommended that non-bookstore venues purchase via [UC Press website](https://ucpress.edu) using a promo code. Please contact cchooke@ucpress.edu or pkuykendall@ucpress.edu for discount and promo code information.

- Please note that orders placed on our website with a discount code are subject to taxation.
- If the venue cannot purchase via ucpress.edu, the venue must establish an account with Ingram by contacting Ingram at [800-343-4499](tel:800-343-4499).
- Shipping cost must be determined by calling an IPS customer service rep at [800.343.4499](tel:800.343.4499).

Books purchased for **INDIVIDUAL AUTHOR EVENTS** are **fully returnable** AS LONG AS THE ORDER CLEARLY STATES **AUTHOR EVENT**.

HOW TO RETURN UNSOLD COPIES FOR CREDIT

For individuals (not bookstores) wishing to obtain a credit for unsold copies in resalable condition please return the books to:

Ingram
Attention: RETURNS
Department 193 Edwards Drive
Jackson, TN 38301

- Returns are shipped at the customer's expense.
- Please allow 4 full weeks for credit to appear on your statement.
- Please include a copy of the original paperwork with the return.
- Once the return has been processed a refund will be issued to the purchasing card.

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INTERNATIONAL AUTHOR EVENT & AUTHOR PURCHASE ORDERING INSTRUCTIONS

International authors should order their own book through the appropriate distributor noted below. When ordering, please identify yourself as the author to staff taking your order and your 40% author discount will be applied to your order.

TIMING LOGISTICS

Events should not be scheduled until after 3 weeks or more from the publication date of the book. When planning domestic (North American) events, venues must be contacted at least two months prior to publication date, in order to inquire if the venue in question has dates available.

To ensure that books ordered for a confirmed event arrive with ample time prior to the scheduled date, UC Press Sales must be informed about the event one month ahead of time.

Allow a minimum of two weeks for standard (ground) delivery. If an order is placed on a tighter time schedule, books may not be available with ground shipping; if stock is available, you/the venue are responsible for paying for rush shipping.

We are unable to arrange for books to ship directly from a printing facility to an event location.

FOR ORDERS OR EVENTS IN AUSTRALIA/NEW ZEALAND PLEASE CONTACT:

Wiley Australia

For price and availability, quotes, order processing, order tracking and delivery and credit / returns / refund inquiries only, please

Email: custservice@wiley.com

Phone: 1800 777 474 (within Australia) or + 61 7 38599611 (from overseas)

Fax: 07 38599627

www.wiley.com/en-au/contactus

To receive your 40% author discount, please tell customer service that you're an author and should receive the author discount on your order.

FOR EVENTS OR ORDERS IN THE UK, EUROPE, INDIA, PAKISTAN, SRI LANKA, BANGLADESH, AFRICA, THE MIDDLE EAST OR COUNTRIES IN THE FORMER SOVIET UNION:

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All prices are subject to change without notice. Shipping time is four to eight weeks.

FOR ORDERS OR EVENTS IN SOUTH AMERICA OR IN EAST OR SOUTHEAST ASIA:

Mail:

IPS --- Jackson

210 American Drive

Jackson, TN 38301

Phone: 1-800-343-4499 (Toll free; U.S. & Canada only; 8:30 a.m. to 5:00 p.m. EST.)

Fax: 1-800-351-5073

Email: IPSJacksonOrders@ingramcontent.com

In accordance with PCI DSS and best security practice, we do not accept credit card details via email. All direct orders must be prepaid by credit card, check, or money order. Checks must be in U.S. dollars drawn on a U.S. bank. All prices are subject to change without notice. Shipping time is two to eight weeks.

Electronic orders from retailers and wholesalers should be submitted to SAN 631760X

AUTHORS ORDERING THEIR OWN TITLE - - - PLEASE REFER TO CONTACT INFORMATION FOR APPLICABLE COUNTRY ABOVE

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