



A PENGUIN FOR EVERY READER.

SCHOOL & LIBRARY

Penguin Young Readers Group - Author Appearance Book Ordering Information

ORDERING DETAILS:

Book orders for author/illustrator appearances receive a 40% discount and Penguin pays for the standard cost of shipping. Payment is due at the time the order is placed. Any books that are not sold during the appearance are fully returnable and a credit for the returned books will be issued to the institution's PRH account. 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.

TO ORDER BOOKS for SCHOOL VISITS :

Connect with your K12 Representative at K12education@penguinrandomhouse.com. Or call 1-212-940-7512

TO ORDER BOOKS for PUBLIC LIBRARY VISITS:

Call Author Appearance Order Processing at 1-800-733-3000 or Email your order to csorders@penguinrandomhouse.com

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 with PRH), contact name and phone number, titles of the books, quantities for each title, ISBN for each title and any special instructions.

TO PAY FOR BOOKS:

We offer two options for payment: **Prepay by credit card** (which is the fastest way to receive your books) or Complete a **New Account Application**, which allows your school/district to use a purchase order. If your district is tax-exempt, current documentation is needed to remove sales tax. We are required to charge sales tax if no certificate is received. Processing time to establish a new account is approx. 1 week after paperwork is received.

ORDER TRACKING:

If books have not arrived ten working days before your need-by date, do not call PRH Author Appearances. Contact your K12 representative (for schools) or call customer service at 1-800-733-3000 (for libraries). Please be sure to have your confirmation order # and the date of your order on-hand when making the call.

RETURNING BOOKS:

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 (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 allow at least 4-6 weeks for credits to be issued. Send to:

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

Dial Books for Young Readers • Dutton Books for Young Readers • Flamingo
Kokila • Nancy Paulsen Books • Philomel Books • G.P. Putnam's Sons • Penguin Workshop • Razorbill •
Rocky Pond Books • Viking Books for Young Readers

Divisions of Penguin Young Readers