

Drop Ship Account Procedures:

- All orders must be pre-paid with credit card. We do not keep credit information on file so you must supply it with every order.
- You may “right-click” and save any of our web-optimized book images for your website. However you may not take any banners or images that have Craftsman’s logo or would otherwise deceive your customer into thinking they are purchasing from Craftsman Book Company.
- You are not allowed to offer any e-books or software downloads which include the free trial downloads.
- Your first order must be sent to my attention at: johnson@costbook.com to establish your account – all orders there after should be sent to: orders@costbook.com or received via Fax: 760-438-0398
- Orders must be received before 12 pm (noon) Pacific Standard Time.
- Orders received after the deadline will not be processed until the next business day. Orders received after 12 will be added to the orders for the next morning and applied towards that discount.
- Discounts are as follows: (based on quantity of number of books between all orders invoiced for the day)
 - 1-4 books ordered = 33%
 - 5+ books ordered= 40%
- Orders received before the deadline, are processed the same day, and shipped the next day.
- The **only** orders shipped the same day are 3day, 2day or next day shipping, if received prior to 12pm. UPS, Priority Mail, and Media Mail all ship the next business day.
- The National Electrical Code (any year) and the Greenbook Standard Specifications for Public Works Construction are NOT available for a discounted price.
- Prices and availability are subject to change at any time. Please provide us with an email to receive up-to-date title information.
- We prefer not to ship UPS to Canada, due to unknown duty fees and taxes. If you would still like to ship UPS to Canada please advise your customers of the duty fees and taxes that can be present upon delivery.
- We do not insure or have tracking information for orders sent via media mail or priority mail.
- Tracking numbers for UPS shipments will be available the day after shipment goes out. These are usually sent to you via email when the package is shipped.
- In your orders, please make sure to include either your customer number or your billing address. We need one or the other to find you in our order entry system.
- If there are any returns from your customers you will receive a confirmation email just like the one you receive when the orders are processed. All returns will show up on your monthly statement referring to either the original PO# or Invoice # which ever may apply.

If you have any questions about the above please feel free to ask

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