



STANDARD PRINT BUSINESS POLICIES

Cengage Learning Business Policies for Print Products apply to this proposal for Gale publications and will be included in a contract, if awarded. **All Gale imprints are represented by Cengage Learning FEIN: 59-2124491.**

Shipping

Cengage Learning provides free shipping of Gale print orders. Gale will deliver to your location's loading facility, but will not unpack and shelf products. Gale's shipping terms are FOB shipping point on all orders.

Library Processing

Library Processing options are provided on the MediaLog information sheets on the last pages of this document. Books with no library processing will be received 5-10 days after receipt of order. Library processed orders with unattached processing take approximately 1 to 2 weeks, while orders with attached processing will take 2 to 4 weeks. Books with attached library processing may not be returned.

Prices and Discounts Guarantee

Please note: *Prices* are subject to change at any time, with or without notice. *Discounts* vary by catalog and may change at any time with or without notice. Cengage Learning cannot guarantee prices and reserves the right to make adjustment. Discounts can range from 0-70% which may include discounts for standing orders, special promotions, and titles going out of print.

Please refer to www.gale.com for the most current catalogs, and discounts and new promotions that may be offered for limited periods of time.

Payment Terms

Cengage Learning does not provide early payment (cash) discounts. Cengage Learning terms are Net 30 Days after receipt of invoice.

Assignment

Cengage Learning shall be permitted to assign this Agreement to an affiliate, a successor in interest, or in connection with a change of control or transfer of assets to which this Agreement relates, without the consent of the customer agency.

Vendor Non Performance

If Cengage Learning is unable to provide products and unable to perform contract and the participating agency elects to purchase products from other sources, or wishes to deduct charges from existing invoice total due at that time, Cengage Learning is not responsible for any difference between contract and actual price.

Catalogs

Catalogs for all Gale imprints are available 24 hours a day, every day online at www.gale.com.

Order Delivery Timeframe

Gale will deliver 100% of all in-stock, unprocessed print orders within 5-10 days, or unattached processed items within 30-days after receipt of order (ARO); *average delivery time is approximately 5-10 days*. Processed/cataloged with attached processing items (please see Gale Cengage Learning Cataloging and Processing Service document) are delivered on an average of 2-4 weeks ARO.

Approval Policy

In the U.S. and Canada, all Gale products are available on an approval or trial basis. Please contact your Gale Representative for details.

To Place an Order

Orders can be placed via mail, phone, fax or e-mail. Print products may also be ordered at the Online Order Center at www.gale.com/myaccount.

Phone: 800.877.GALE (4253) Press 2 Fax: 800-414-5043
gale.orders@cengage.com

Credit card orders (Cengage Learning accepts VISA, MasterCard, American Express and Discover) for accepted for new Gale orders and prepaid orders with a check may be placed by remitting to:

Gale
P.O. Box 95501
Chicago, IL 60694-5501

To place an order using a purchase order, please remit to:

Gale Print Order Support
27500 Drake Road
Farmington Hills, MA 48331-3535
Phone: 800-877-GALE (4253) Press 2

Payments may also be made with Electronic Funds Transfer (EFT)

Harris Trust and Savings Bank
311 West Monroe (60606) P.O. Box 95501 (60694-5501) Chicago, IL
Account # 265-887-0; ABA Routing # 0-710-00-288

Invoices

Our practice is to provide one copy of the invoice at time of shipment (specifically, if the ordering and receiving individuals are the same, the invoice is included in the shipment only; if the ordering and receiving individuals differ, a packing slip is included in the shipment, and an invoice is mailed to the ordering individual). For additional copies of your invoice, please contact our Customer Service Department or refer to Gale's Order Center.

Customer Service

Call: Monday – Friday, 8:00 a.m. to 7:00 p.m. EST 800.877.GALE (4253) Press 3

Fax: 877.363.GALE (4253)

E-mail: gale.customerservice@cengage.com

Customers Outside of the U.S. & Canada

To place an order, make an inquiry or obtain customer service, visit www.gale.com for a listing of our Sales Offices and Distributors.

Technical Support Services

Call: 24 hours a day, seven days a week 800.877.GALE (4253) Press 4

E-mail: gale.technicalsupport@cengage.com

Gale's Order Center

The Gale Order Center offers you a quick and easy way to order online, track shipments, print invoices, or determine how many cartons will arrive in a future shipment. Register for a user name and password at www.gale.com/myaccount. This service is available 24 hours a day, every day.

Return Policy

Customers have 30 days from the date of invoice to decide if the titles they have purchased meet their needs. To return a title, please ship to:

Cengage Distribution – Location 04
10650 Toebben Drive
Independence, KY 41051 USA

Gale does not pay return shipping. If products are received damaged, please contact our Customer Service Department for an immediate replacement. Products should be returned undamaged and shipped via traceable means. Please include a copy of the packing list indicating quantity, title and invoice number. Returns will be processed within 6-8 weeks.

Returns Credit Policy**General Terms**

- > Customers are allowed 30 days from invoice date for full credit. This is also stated on the invoice, marketing materials and Gale's web site.
- > Gale does not pay for return shipping unless the return is due to a Gale error.
- > Product must be returned undamaged and shipped via traceable means.
- > No credit is issued for damaged or out-of-print products (books processed by a library are considered intentionally damaged).
- > Full credit is issued for any item sent by Gale in error or in damaged/defective condition. For damaged/defective books, the title page is returned and customer sent a replacement.

No Credit Conditions

- > Custom editions are non-returnable.
- > Opened CD-ROMs and CD-Mods are non-returnable and credit will not be issued without approval from the Customer's Account Executive.
- > International customers (excluding Canada) are not granted return privileges without the prior consent of Gale VP Controller.
- > All customers should provide advance notice of pending returns that exceed 10 or more books to receive prompt and accurate credit.

Stock

Gale stock consists of approximately 15,500 active individual titles, with a total of approximately 6.5 million units.

Delivery Times

Please specify delivery times at the time of order.

Stock Unavailability Notices

Gale does not send notices of out-of-print titles; however, all Out-of-Print (OP), Out-of-Stock (OS) and Not-Yet-Published (NYP) books are noted on the invoice.

Packing Slips & Invoices in Alphabetical Order

Items on packing slips and invoices appear in the order in which they are entered. If you require the packing slips and invoices to be arranged in alphabetical order by title or author, please list your product needs accordingly. *If you require multiple copies of invoices be sent to your location(s), please note this upon order placement.*

Shipment Information

Gale shipments include the following information: Return address (Distribution Center), Ship To address, Order number, Purchase Order number, Date of shipment, Box # of #, and other additional information (i.e., if shipped via UPS, the UPS method, tracking number, etc.). In addition, the box that contains the invoice (packing slip) is clearly indicated.

www.GaleSchools.com

Visit www.gale.com/schools/ (our 5-star rated* web site for the teaching community) for more information on Gale's K-12 Resources for Teachers, Media Specialists, Administrators, Students and their parents.

Gale Discount Programs by Imprint

Imprint	Disaster Discount	Foundation Opening Day Collection	Librarian's Choice	Editor's Choice	Standing Order	Choice Plans
Five Star Quarterly			15% for 24 books/year 18% for 48 books/year 20% min 100 titles/year		25% for either 2 or 4 titles from Five Star Special Plans	15% - Plan 1: 1 title/mo 15% - Plan 2: 2 titles/mo
UXL	50% on previously purchased titles	20% on \$2,500 - \$4,999 25% on \$5,000 - \$9,999 30% over \$10,000 10% UXL over \$1,000			15% on each new title	
Kennebec (Thorndike)					40%	
Thorndike Large Print Monthly Catalog			15% Program 1 (24/yr) 18% Program 2 (48/yr) 20% Program 3 (100/yr)	Hard Covers: 15% Plan 1 (12/yr) 15% Plan 2 (24/yr) 20% Plan 3 (36/yr) 20% Plan 4 (48/yr) 20% Plan 5 (60/yr) 20% Plan 6 (72/yr) 20% Plan 7 (84/yr) 20% Plan 8 (96/yr)	Discount varies from 15 - 40% dependent on plan/imprint chosen	
Gale General Catalog	50% on previously purchased titles	20% on \$2,500 - \$4,999 25% on \$5,000 - \$9,999 30% over \$10,000 10% UXL and Oceano over \$1,000			Premium Plan - 25% & 10 free eBooks Basic Plan - 15% First Time Plan - 30%	



Library Processing Support

1-800-877-4253, Phone

1-877-363-4253, Fax

Karen Whyte,

Library Processing Rep - ext. 8718

Peggy Williams,

Order Support Services Manager -ext. 8859

Gale Cengage Learning Cataloging and Processing Service

Ordering Information

Gale is pleased to offer library services such as catalog card kits, MARC records, spine labels, bar code labels, Mylar covers reading program labels and security system products. Attached or unattached processing is available. Please review the specification form, select the items you require and submit this form with your Purchase Order. Should you have any questions regarding cataloging/processing services, please call your Gale Representative at 1-800-877-GALE.

Turn-around timing

Library processing must be requested with your order.

Unattached processing – Allow up to two weeks.

Attached processing - Allow two to four weeks.

Please note: Books with attached library processing may not be returned.

Criteria

Elements of bibliographic description are transcribed according to AACR2R, RDA or a combination of both. Cataloging is available with Sears, LC and LC Children's subject headings; call numbers are derived from the Abridged Dewey Decimal Classification.

Full MARC data in MicroLIF format is available for Macintosh and Windows systems.

All spine, bar code and reading program labels come with protectors.

Library of Congress Classification is not available at this time.

BILL TO:

Gale Account # _____

Institution _____

Address _____

City/State/Prov. _____

ZIP/Postal Code/Country _____

Attention _____

Phone _____

Fax _____

E-mail _____

SHIP TO:

Gale Account # _____

Institution _____

Address _____

City/State/Prov. _____

ZIP/Postal Code/Country _____

Attention _____

Phone _____

Fax _____

E-mail _____

Gale Bundles

Please choose one of the following bundled service offerings alone or in combination with the a la carte items listed below. When selecting a bundle, complete the specifications for each item included in that bundle.

Unattached Processing Bundle I

- Includes a Spine Label, Barcode, & Marc Record Unattached for each book.

Attached Processing Bundle II

- Include a Spine Label, Barcode, & Marc Record Attached to each book.

Attached Shelf Ready Bundle III

- Includes a Spine Label, Barcode, Marc Record, Theft Detection (3m or checkpoint only) for each book.

Attached Shelf Ready Bundle IV

- Includes a Spine Label and an RFID Tag for each book. (Bundle does not include Marc Record, Theft Detection, or Barcode due to overlapping with RFID device.)

A la Carte Items

Spine Labels only

- Unattached
- Attached
 - 2 inches from bottom of book
 - ____ inches from bottom of book

Property Label/Stamp

- Unattached label
- Attached label
 - Placement (specify) _____
- Stamp
 - I will provide my own
 - Gale will customize
 - Inscription: _____
 - Placement: _____

Cataloging & Packing

- Catalog sets as 1 record
- Pack in Dewey order
- Include Dewey packing list

Book Covers

- Colibri covers on paperbacks.
- Kapco covers on paperbacks.
- Mylar on books with dust jackets only.

Security System Products

- Attached
- Unattached
- Format – please check one:**
 - 3M Magnetic Strip
 - Check Point: Frequency _____
 - Plain Tag
 - Date Due Tag

RFID tags

- Includes tag, tag cover, application, & tag programming.

- Attached
- Unattached
- Frequency Type: Check one**
 - Checkpoint ILS RFID
 - ITG Apex RFID
 - 3M's D7 RFID
 - Placement: _____

Call Number Specifications

Reference prefix above Dewey (*circle one*):

R Ref REF

- Non Fiction** Dewey + 3 letters of Main Entry
Other: _____
- Fiction** F + 3 letters of Main Entry
Other: _____
- Easy Books** E + 3 letters of Main Entry
Other: _____
- Story Collections** SC + 3 letters of Main Entry
Other: _____
- Individual Bio** 92 + 3 letters of Biographee Entry
Other: _____
- Collective Bio** 920 + 3 letters of Main Entry
Other: _____

- Classifications in all CAPS (ABC)
- Classifications first letter only CAP (Abc) {Default}
- Font size for spine labels:
 - 9 pt (default)
 - ____Pt (between 9 pt and 16 pt)

Subject Headings

- Use Sears subject headings
- Use Library of Congress subject headings (LCSH)
- Use Library of Congress Children's subject headings on juvenile titles, LCSH otherwise
- Use LCSH, but omit juvenile subdivisions (no juvenile literature, etc.)

Other Specifics

Bar Codes

Unattached

- One per book
- Two per book

Attached

- One per book
- Two per book

(*provide orientation and placement information for both labels)

Please affix Bar Code labels in the following orientation:

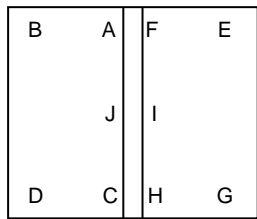
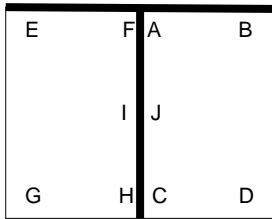
- Horizontal
- Vertical, text reading top to bottom
- Vertical, text reading bottom to top

Bar Code Placement:

Circle placement preference:

Outside

Inside



Back Front

Front Back

Bar Code Symbology – please check one:

- Code 3 of 9/No check digit
- Code 3 of 9/Mod 10 check digit Code: _____
- Code 3 of 9/Mod 43 check digit Code: _____
- Codabar/Mod 10 check digit
- Interleaved 2 of 5/Follett Classic

****PLEASE INCLUDE BARCODE SAMPLES****

Please provide a large range of numbers that we'll track to cover multiple orders:

Beginning Bar Code Number _____

(Include prefix)

Ending Bar Code Number _____

(Include prefix)

Name to appear on Bar Codes:

In 30 characters or less (including spaces and punctuation), please enter Your school or library's name as you wish it to appear on your Bar Code label:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

MARC Records

Automated Library Circulation Systems

Cataloging Standard:

- AACRII
- RDA when available, AACRII otherwise.
- All records RDA

Delivery Method – please check one:

- CD ROM
- Email records to: _____
- Web Download records to: _____

Format – please check one:

- USMARC 852 Holdings
- USMARC 949 Holdings
- 1987 MicroLIF (filename IBM.FIL/MAC.FIL)

Computer type needed - please check one:

- Windows
- Macintosh

Automation System – please check one:

- Accent
- Alexandria
- Athena
- Circ/Cat
- Concourse
- Destiny
- Dynix
- Genesis G3
- Infocentre
- Library Pro
- Mandarin
- Spectrum Suite
- TLC Library Solutions
- Other _____

Software version number: _____

Union Database

- Access PA
- SUNLINK
- Illinet (OCLC)

Special Instructions

Please use the space below to provide any additional information/requirements for your library processing needs (for example, details of 949 holdings):
