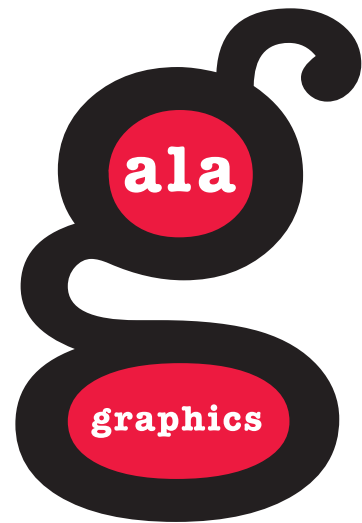


CONTRACT TERMS

ALA Graphics is pleased to offer discounts to Illinois Heartland Library System members!

PLEASE USE CODE **IHLS10** ON ALL YOUR ORDERS



- **10% DISCOUNT** on all ALA Graphics products to IHLS members.
- Additional **10% DISCOUNT** for IHLS members who are also current American Library Association (ALA) members. (10% IHLS coupon code will apply to the ALA member product price.)
- **\$75 minimum order** (after discount[s]) required for contract terms to apply.
- Discounts are based on prices listed on our website at alastore.ala.org and will remain the same throughout the contract terms effective dates.

HOW TO PLACE AN ORDER

Online: alastore.ala.org
Use **IHLS10** in the Coupon Code box. To receive your ALA member discount in addition to your IHLS discount, you must sign in with your member account.

Call: 866-746-7252
8:00 a.m. to 6:00 p.m. EST
Monday – Friday

USING A PURCHASE ORDER

Log in using your ALA member log-in (if applicable). Select your items and enter discount code **IHLS10** in the Coupon Code box on the “shopping cart” screen. Follow the steps to the “Review Order” screen and select “Print for PO”. Print your cart summary and attach to your PO.

Email: alastore@ala.org

Fax: 312-280-5860

Mail: American Library Association
PO Box 117219
Atlanta, GA 30368-7219

Note: Customers using a PO must place their order via email, fax, or mail. ALA cannot accept POs online or by phone.

EXCLUSIONS

- IHLS discount only applies to products published by ALA Graphics.
- Already discounted product sets, special offers, or sale items. If a sale price is lower than your IHLS-discounted price, you will receive the lower price.
- Bulk purchase pricing.
- Multi-user digital licensing fees.
- All orders must reference IHLS coupon code, plus ALA membership account number (if applicable), to receive discount(s). Credit may not be applied after order is processed.

SHIPPING & HANDLING

\$75 to \$99.99.....	\$11
\$100 to \$149.99.....	\$14
\$150 to \$199.99.....	\$19
\$200 to \$999.99.....	10%
\$1,000+	call for quote

If you have special shipping needs, please call Customer Service at 866-746-7252.

DELIVERY

In stock items are delivered within 8–12 working days after receipt of order.

PAYMENT TERMS

Net 30 days

REMITTANCE ADDRESS

American Library Association
PO Box 117219
Atlanta, GA 30368-7219

RETURNS

If your purchase does not meet your expectations, we will replace your merchandise, credit your account, or issue a full refund. Follow the return procedures on your packing slip or, if you are unable to locate your packing slip, please call customer service at 866-746-7252. Ship all returns to:

American Library Association
ATTN: RETURNS DEPT
3280 Summit Ridge Parkway
Duluth, GA 30096

CONTRACT TERMS EFFECTIVE DATES

January 1, 2018 - December 31, 2018

Thank you for your order and your support of libraries, literacy, and reading!

Julie Cai | ALA Graphics Project Coordinator | Email: jcai@ala.org | Phone: 312-280-5411