



Discount  
Pricing Agreement

**Illinois Heartland  
Library System**

IHLS




Catalog Discount Code #C10601



## YOUR CONTRACT TERMS

Demco is pleased to offer you discounts for 2017-18! Please use discount code C10601 on all your orders.

Your discounts are based on prices listed on our website at [demco.com](http://demco.com) and will remain the same throughout the terms of this agreement.

<p><b>DISCOUNT</b></p> 	<ul style="list-style-type: none"> <li>• <b>\$100 minimum order</b> (after discount) required for contract terms to apply</li> <li>• <b>12%</b> on library, office and technology supplies (consumables)</li> <li>• <b>5%</b> on learning materials</li> <li>• <b>7%</b> on furniture and equipment under \$2,000* (non-consumable)</li> </ul>
<p><b>SHIPPING</b></p> 	<ul style="list-style-type: none"> <li>• Demco will pay regular FedEx Ground Service shipping costs on all stock orders.</li> <li>• Transportation will be prepaid and added to all drop ship orders, such as furniture and equipment. Demco provides good-faith shipping estimates on all orders.</li> <li>• Express parcel shipping is not included.</li> </ul>
<p><b>EXCLUSIONS</b></p> 	<ul style="list-style-type: none"> <li>• Security products</li> <li>• Periodicals and subscription products</li> <li>• Licensed Products including but not limited to: Dr. Seuss™, Pete the Cat, Garfield, Eric Carle™, Arthur® and Clifford</li> </ul>
<p><b>EXPIRES</b></p>	<p>June 30<sup>th</sup>, 2018, with option to renew.</p>

\*For large quantity orders, or purchases over \$2,000, please contact the Demco Bid Team toll free 800.462.8709 or email [quote@demco.com](mailto:quote@demco.com). You may be eligible for special bid pricing.

**Discounts under this agreement cannot be used with bids, sale catalogs or other promotions. In the event a sale price is lower than your discounted price, you will be given the best price.**

Thank you for your consideration. On behalf of Demco, we look forward to exceeding your expectations!

Amy Terbilcox  
Contract Administrator

Phone: 866.558.9068  
Fax: 888.320.0288  
Email: [amyt@demco.com](mailto:amyt@demco.com)

## HOW TO PLACE AN ORDER

**Web:** [demco.com](http://demco.com)  
**Phone:** 800.356.1200  
**Email:** [order@demco.com](mailto:order@demco.com)  
**Fax:** 800.245.1329



## DELIVERY

In stock items are delivered within 7–10 working days after receipt of order. Furniture and equipment may take 4–6 weeks to arrive, depending on vendor lead times.

## PAYMENT TERMS

Net 30 days

## REMITTANCE ADDRESS

[billing@demco.com](mailto:billing@demco.com)  
**Demco**  
P.O. Box 8048  
Madison, WI 53708-8048

## MAILING ADDRESS

**Demco**  
4810 Forest Run Rd  
P.O. Box 7488  
Madison, WI 53707-7488

## RETURNS & WARRANTIES

You may return or exchange a qualifying item\* within 6 months of your invoice date. **Furniture, special orders, custom products and international orders cannot be returned or exchanged unless you receive them damaged or defective.** Anything that has been engraved or imprinted is not returnable.

Not sure if an item qualifies for a return or exchange? A Demco Customer Service representative can help you. Call **800.962.4463** or email [custserv@demco.com](mailto:custserv@demco.com).

Note: Terms and conditions may change at any time.

