

Stanford Health Promotion Resource Center ordering information

Order information

- All orders must be prepaid or accompanied by a purchase order, and received in writing by mail or fax.
- Include tax and handling fee as indicated.
- Foreign orders must be prepaid in U.S. dollars and drawn on U.S. banks. Foreign customers are responsible for customs, duties & other import charges.
- Prices (including shipping and handling) are subject to change without notice.
- Please call us to confirm prices.
- Please mark "confirming order" on your purchase order if you have already faxed an order to us.
- Stanford's federal tax identification number: 94-1156365

Rush delivery

Call us immediately with your delivery date requirements. A rush fee will be charged in addition to the regular handling fee and any expedited carrier charge requested. Call for our rush service options and a quote to rush your order to you. Please note on your order the exact date you need your materials.

Regular delivery

Please allow 3-5 working days for your order to reach us by mail. Regular delivery is three to six weeks from our receipt of your order, and 5-8 weeks for customized materials. If you must receive your order by a specific date, please note that date on your order form. For faster service, please call us for rush delivery options. You may use your credit card and charge your order at your earliest convenience.

Shipping and handling fees (per address)

Continental U.S. (excluding AK, HI, PR):

Under \$45: minimum of \$4.95

\$45-80: minimum of \$7.00

Over \$80: \$8.50 or 8% of subtotal, whichever is greater

Non-continental U.S.:

\$17.50 or 17% of sub-total, whichever is greater

International:

Actual postage plus \$7.00. (Please call us for quote.)

FOB Shipping point.

Shipping/handling prepaid by Stanford and added to invoice on all purchase orders.

Payment

All orders must be prepaid by check, credit card, money order, or accompanied by a purchase order. We accept only signed and numbered institutional purchase orders, and only for U.S. orders.

Sales tax

California residents must add sales tax or include a copy of tax exempt certificate with order.

Quantity Discounts (calculated per item ordered):

10-49 = 5%

50-99 = 7.5%

100-249 = 10%

250-499 = 12.5%

500-749 = 15%

750-999 = 17.5%

1000-4999 = 20%

5,000 or more, call for quote

(Quantity discount will be adjusted if a portion of the order is returned, placing the order in a lower discount category.)

Research discount

5% of subtotal for materials purchased as a part of a documented research project. Explanation of research objective, including source of funds and completion date, must accompany order.

No-Risk Guarantee

If you are not satisfied with any purchase, please return it to us within 30 days of invoice date for a full credit, exchange or refund of product cost. To receive proper credit, your return must be pre-authorized.

Returns

You may return your order of non-customized materials for any reason within 30 days of invoice date. To ensure proper credit, returns must be pre-authorized and shipped by traceable means, with return shipment pre-paid. Orders to be returned more than 30 days after invoice date must be paid in full before authorization to return can be granted. Materials lost or damaged during return shipment will be charged to the customer. Materials must be returned in clean, undamaged, unmarked, resalable condition, and with the original invoice. Shipping and handling costs will not be credited. Quantity discount will be adjusted if a portion of the order is returned, placing the order in a lower discount category.

If your order arrives in a damaged condition, save all merchandise, shipping boxes and packing materials. Contact us immediately. Claims for incorrect or damaged shipments must be made within 30 days from invoice date.

Additional order forms

Additional order forms will be provided upon request. You can also order on-line from <http://hprc.stanford.edu>. You may also send us your order with prepayment on plain paper with the following information: product name, code and unit price; quantity desired; your name, title, organization, telephone number, fax number, and street address (needed for UPS delivery). California residents must add sales tax or include tax-exempt number.

Send order to:

Health Promotion Resource Center
Stanford Prevention Research Center
Stanford School of Medicine
211 Quarry Road, Suite N032
Stanford, CA 94305-5705
Telephone: (650) 723-0003
Fax: (650) 498-4828
Web: <http://hprc.stanford.edu>

Additional information

Visit the HPRC website at <http://hprc.stanford.edu> or the SPRC website at <http://prevention.stanford.edu>