



# Order Form

Name: \_\_\_\_\_

Street Address/PO Box: \_\_\_\_\_ Apt/Ste No. \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Quantity	Item Number	Title/Description	Unit Price	Total

For additional items, attach a separate piece of paper.

Shipping Method:

US and Puerto Rico: Economy Mail @ \$2.99

All other shipping options and International: see reverse

Missouri Residents only, add

Subtotal	
7.725% Tax	
Shipping & Handling	
Total	

Credit cards accepted:

- MasterCard
- Visa
- Discover
- American Express

We prefer that you call in credit card orders for your security.

**To order direct, please send check or money order in U.S. funds for the exact amount of the items, plus shipping charges. We also accept credit cards by completing the above. All orders must be prepaid. We do not ship orders COD or on open account. Please see reverse side for additional shipping options and return policy.**



Mel Bay Publications, Inc.  
 #4 Industrial Drive • Pacific, MO 63069  
 Phone: 1-636-257-3970 • Toll Free: 1-800-8-MELBAY (1-800-863-5229) • Toll Free Fax: 1-800-660-9818  
 www.MELBAY.com • email@melbay.com

# Shipping Rates

The following rate table is subject to change without notice.

## U.S. & PUERTO RICO

### Economy

(Books, CDs, DVDs only, No Instruments or accessories!)

Flat rate.....\$2.99

*Delivery time 1-2 weeks, not trackable.*

\*for expedited shipping, please call for rates.

## CANADA AND OTHER FOREIGN COUNTRIES

\*We offer several shipping methods including, air mail, and traceable air carriers. Delivery time estimates vary by destination. Actual shipping costs will be added to credit card orders, or you may request a proforma invoice quoting exact charges in order to send a bank draft in US funds. No refunds can be issued for lost, damaged, delayed, or misdirected international shipments. Air mail does not allow package tracking. Note: We charge only for products and shipping. Any additional brokerage fees, taxes or duties are the responsibility of the customer and may be collected by the carrier upon delivery.

## Return Policy:

For most items purchased directly from Mel Bay by individuals, we offer a 30-day satisfaction guarantee. Recorded products (CDs, DVDs) are not returnable once unwrapped. If defective, contact the customer service department at the number listed below for replacement. Books with CDs/DVDs attached to a cover are also not returnable once the envelope of the CD/DVD has been opened. Instruments are not returnable. Defective items will be exchanged for the same item only.

To ensure prompt replacement of or credit for damaged or defective items, please check your product upon arrival and report any problems to our customer service department immediately. You must call 1-800-863-5229 and obtain return authorization from a customer service representative before sending a return. Unauthorized returns will not be credited. Returns must be made within 30 days of the invoice date.

Returned items must be in their original condition (free of any wear and tear, including creases, scratches, writing, stickers, and/or punctures). Corners should not be worn or bent. For your protection, we recommend shipping returns via UPS or insured parcel post. We cannot refund shipping charges unless the return is due to our error. Items should be returned in their original packaging or another corrugated cardboard box. Paper envelopes (including bubble packed) are not acceptable. Products must be carefully packed to prevent damage due to shifting in transit. Items damaged in the return shipment due to poor packaging will be disposed of and no credit will be issued. Include a copy of your invoice in the package.

Send returns to: Mel Bay Publications, Inc.  
Attention: Returns  
5166 Commercial Drive  
Yorkville, NY 13495