



# MEL BAY PUBLICATIONS, INC.

4 Industrial Drive, Pacific, MO 63069-3611

1-800-863-5229 • 636-257-3970 Fax 636-257-5062 • email@melbay.com (inquiries only)

Order online: [www.melbayxpress.com](http://www.melbayxpress.com)

To order direct, please send a check or money order in U. S. funds for the exact amount of the items plus shipping charges. We also accept credit cards. For credit card orders, the address that the credit card bills to, the account number, expiration date, 3-4 digit security code and the cardholder's name must be provided. All orders must be prepaid.

**We do not ship orders C. O. D. or on open account.**

Quantity	Item Number	Title/Description	Unit Price	Total
<i>For additional items, attach a separate piece of paper.</i>			Subtotal	
SHIPPING METHOD: Please check one:			<i>Missouri Residents only add 7.725% sales tax</i>	
<b>For U.S. Addresses and Puerto Rico:</b> <input type="checkbox"/> Economy (not trackable) <input type="checkbox"/> Standard <input type="checkbox"/> 2 Business Day* <input type="checkbox"/> 1 Business Day*			Shipping & Handling Charge (see rate table on back)	
<b>International Shipping:</b> <input type="checkbox"/> Air Mail (not trackable) <input type="checkbox"/> Trackable Ground Carrier* (Canada only) <input type="checkbox"/> Trackable Air Carrier*			Order Total	
* = These services not available to post office boxes.				

Ship to (Please print clearly):

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

Street Address / P. O. Box: \_\_\_\_\_ Apt./Suite No. \_\_\_\_\_

2nd Day and Next Day service not available to PO Boxes

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

Daytime telephone: (\_\_\_\_) \_\_\_\_\_ E-mail address: \_\_\_\_\_

*Please complete for credit card orders:*

Cardholder Name (please print):-  
\_\_\_\_\_

Card Type:  MasterCard  Visa  Discover  American Express

Card Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Expiration (Month/Year): \_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_ Security Code (3-4 digit): \_\_\_\_\_

**Shipping Rates and Return Policy on back.**

# Shipping Rates

The following rate table is subject to change without notice.

## LOWER 48 STATES (excluding Alaska, Hawaii, & Puerto Rico)

<p style="text-align: center;"><b>Economy</b></p> <p style="text-align: center;">(Books, CDs, DVDs only, No Instruments or accessories!)</p> <p>Flat rate.....\$2.99 with delivery confirmation .....\$3.74</p> <p style="text-align: center;"><i>Delivery time 1-2 weeks, not trackable.</i></p>	<p style="text-align: center;"><b>Standard</b></p> <p>First item..... \$7.00 Additional items ..... add \$.50 each</p> <p style="text-align: center;"><i>Delivery time 7-10 business days</i></p>
<p style="text-align: center;"><b>2 Business Day</b></p> <p>First item..... \$18.00 Additional items ..... add \$2.00 each</p> <p style="text-align: center;"><i>Guaranteed by end of second business day after order is placed if order is received by 11 AM Central Time.</i></p>	<p style="text-align: center;"><b>1 Business Day</b></p> <p>First item.....\$37.00 Additional items .....add \$3.00 each</p> <p style="text-align: center;"><i>Guaranteed by end of next business day after order is placed if order is received by 11 AM Central Time.</i></p>

## ALASKA, HAWAII & PUERTO RICO

<p style="text-align: center;"><b>Standard</b></p> <p>First item .....\$8.00 Additional items ..... add \$1.00 each</p> <p style="text-align: center;"><i>Delivery time 7-10 business days</i></p>	<p style="text-align: center;"><b>2 Business Day</b></p> <p>AK-first item..... \$26.00 HI &amp; PR-first item.....\$42.00 Additional items..... add \$2.00 each</p> <p style="text-align: center;"><i>Guaranteed by end of second business day after order is placed if order is received by 11 AM Central Time.</i></p>	<p style="text-align: center;"><b>1 Business Day</b></p> <p>AK-first item ..... \$46.00 HI-first item.....\$62.00 Additional items..... add \$4.00 each</p> <p style="text-align: center;"><i>Guaranteed by end of next business day after order is placed if order is received by 11 AM Central Time.</i></p>
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## 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  
4 Industrial Drive  
Pacific, MO 63069-3611