

## ORDER Instructions

### **PAYMENT TERMS for Net 30 items:**

A finance charge may be added to a past due balance if payment is not received within 30 days of invoice date, at a periodic rate of 1% per month, or 12% annually.

A late fee of \$25.00 may be charged if payment is 60 days past due.

Orders of less than \$500 will not be accepted for a Net 30 order. If you need an exception made, please contact us.

If you do not have a prior relationship with us and would like to use the Net 30 option to pay, please contact our office first.

### **RETURN POLICY:**

Materials may be returned for credit or exchange only. There is a 20% processing charge on all returns. No cash refunds.

### **INTERNATIONAL ORDERS:**

Visa, MasterCard or Wire Transfer ONLY. We cannot accept international checks. Customer is responsible for paying all duty/taxes.

### **INTERNATIONAL SHIPPING CHARGES:**

If you order on-line with a credit card, your shipping/handling charges will be determined when the order is processed. For prepayment, contact our office for shipping/handling charges to your country.

Thank you for your business! Please contact our office with any questions.

### **Parent-Child Relationship Programs**

206-543-8528

pcrp@uw.edu