

## ORDERING INFORMATION

### Ordering Methods

Orders can be accepted 24 hours a day by selecting one of these five convenient methods:

#### (1) Internet

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Contact SAE Customer Service  
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Telephone interpretation services are available. Please ask the Customer Service Representative handling your call for an interpreter to join your conversation.

#### (3) E-mail

[CustomerService@sae.org](mailto:CustomerService@sae.org)

#### (4) Fax

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To prevent duplicate charges, do not mail the order if you have already faxed it.

#### (5) Mail

SAE Customer Service  
Dept. P120030  
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Warrendale, PA 15096-0001 USA

Please have the following information available when placing your order:

- This catalog promotion code: P120030
- Your customer number or valid SAE membership number (can be found on a prior invoice or mailing label)
- Your deposit account number, if applicable

### Pricing and Tax

Prices are subject to change without notice. All orders will be shipped at current prices. Unless a tax exemption certificate is on file, Pennsylvania residents must add 7% sales tax (6% state; 1% county); Michigan residents add 6% sales tax; and California residents add 7.25% sales tax to all orders. Washington D.C. residents add 5.75% sales tax, and Florida residents add 6%, plus applicable county sales tax. Canadian residents are subject to a 7% goods and sales tax (GST).

### Payment Options

We accept the following credit cards as forms of prepayment: VISA, MasterCard, American Express, and Discover. We also accept money orders, personal or company checks in any currency made payable to SAE, and purchase orders. If you are paying by purchase order, please attach the order form or include on your P.O. the information specified in the order section of the form. Proforma invoices will be sent upon request.

### Shipping Options

SAE typically ships orders via UPS. We also ship via U.S. Mail and DHL. Orders can be shipped overnight if requested. Call SAE Customer Service to determine the best shipping option to meet your needs. Actual shipping charges are applied to all orders. For an estimate of shipping charges for a particular order, contact SAE Customer Service.

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SAE publishes a number of books and technical papers on a regular basis, enabling you to establish standing orders. This time-saving convenience insures that you will automatically receive a book as soon as it's published. You'll also save money, as SAE will pay all regular shipping and handling charges (with the exception of overseas orders). You will never have to check your order unless you need to change it. To establish a standing order, send a purchase order to SAE stating the books you would like to receive on a standing order basis, and SAE will handle the rest. For complete details on what standing order options are available to you, call SAE Customer Service.

### Quantity Discounts

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### Customer Service

Your satisfaction is of utmost importance to us. We are aware that customer input is the basis for continuously improving our service to you. We welcome your suggestions.

### Guarantee

Your satisfaction is 100% guaranteed. If you are unsatisfied with a publication you purchased, you may return it in saleable condition for an exchange, credit, or full refund within 30 days of the purchase date. For your convenience, necessary forms for returns are included with your shipment. This guarantee does not cover special requests requiring photocopying or orders from book dealers.

## SAE Returns Policy

To ensure our customers receive prompt and proper credits for products returned to SAE in saleable condition, the returns form included in the shipment must be completed and accompany the return.

1. Print products must be returned within 30 days of invoice date.
2. CD-ROM, software, or video products must be returned within 30 days of invoice date. Product must be in original shrink-wrapped package (unopened). SAE does not accept returns of any CD-ROM, software, or video products that have been opened.
3. SAE does not accept returns of downloadable documents or web products.
4. SAE does not accept returns of magazines, photocopies or quantity purchases of print products.
5. SAE does not accept returns of reference materials or engineering aids.
6. University Bookstores may return up to 20% of their original order of unused print products within sixty (60) days of invoice date. Print products must be in a saleable condition.
7. Shipping fees will only be refunded if the return is due to an SAE error.
8. No returns are accepted from book dealers, distributors, or resellers. All sales are final unless the product is damaged. Replacements will be issued - no credits or refunds.

## Members Save!

Visit [store.sae.org](http://store.sae.org) to see Member discount on most products priced under \$500.

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- The preferred method of payment for overseas orders is via credit card. SAE accepts VISA, MasterCard, American Express, and Discover.
- Personal or company checks in U.S. dollars made payable to SAE International, drawn in a U.S. bank.
- International money orders.
- Electronic Funds Transfer: Please fax all documentation to 1-724-776-2449 or mail to Accounts Receivable, 400 Commonwealth Dr., Warrendale, PA 15096 USA to ensure accurate payment application. Sun Trust Bank, 1445 New York Ave NW, Washington DC 20005-2108 USA. Acct#206706413 • ABA #055002707 • Swift Code SNTRUS3A
- Bank wire: \*Please note bank wires will only be accepted in amounts exceeding \$500.00. If payment is for an amount less than \$500.00 please choose an alternate payment method or contact Customer Service at 1-724-776-4970. Please fax all documentation and invoice number to 1-724-776-2449 or mail to Accounts Receivable, 400 Commonwealth Dr., Warrendale, PA 15096 to ensure accurate payment application. Sun Trust Bank, 1445 New York Ave NW, Washington DC 20005-2108 USA. Acct#206706413 • ABA #061000104 • Swift Code SNTRUS3A  
Please provide bank transfer number with your order.

All necessary customs regulations and declaration forms should be included.

Proforma invoices will be sent upon request or if an order is received without prepayment.

Most orders are shipped International Standard and should reach overseas destinations within 2 - 5 weeks. Express shipping is available upon request for an additional charge.