

**Place Your Order:**

**BY PHONE:**

Credit card orders accepted via phone

**800.899.8454 (U.S. Only) or 508.368.2399**

Monday - Friday, 8AM to 5PM ET

(If you submit a confirming order, label it "CONFIRMATION ONLY" to avoid duplication.)

**BY FAX:**

Credit card and authorized purchase orders accepted via fax

**508.368.2300**

**BY MAIL:**

Check, money order, credit card and authorized purchase orders accepted via mail

Send your completed order form or purchase order to:

**Orders**

**Wilson Language Training**

**47 Old Webster Road**

**Oxford, MA 01540-2705**

**ONLINE:**

Credit card orders accepted via the online store

To order materials online, visit:

**[www.wilsonlanguage.com/store](http://www.wilsonlanguage.com/store)**

**Payment Options**

Send your authorized purchase order, credit card, check or money order drawn on U.S. funds. Be sure to include shipping charges and taxes where applicable.

We accept Visa, MasterCard, American Express, and Discover. Please provide credit card number, security code, expiration date, and daytime phone number. Credit cards will not be charged until the order ships.

**Sales Tax**

Please add applicable state sales tax; exempt customers must provide an exemption certificate when placing an order.



**Shipping and Handling Options**

Please allow 10-14 business days for shipping, once the order has been processed. **All orders are shipped using a ground service provider unless otherwise noted.**

For standard shipping and handling within the 48 contiguous states, add 10% of the subtotal. Orders under \$50.00 will have a minimum flat rate of \$5.00.

Contact Customer Service regarding the additional costs and service fees applied to the following options:

- Expedited/Rush shipping\*
- Delivery outside the 48 contiguous states and the District of Columbia
- International shipping
- 3rd party shipping requests

*\*Rush (such as next day or 2nd day) shipping applies only to the shipping company's delivery time; it does not affect handling or order processing time.*

**Return Policy**

When you receive your shipment, first verify all contents. To qualify for replacements, you must report packaging or other errors to customer service within 30 days of receipt.

If for any reason you are not completely satisfied with your purchase, you may return it within 30 days for a refund. In addition, Wilson will accept returns on any product for credit or replacement within one year from the date of purchase. Software, DVDs, and black-line masters are the exception; these items may be returned for replacement only and must be returned within 30 days. (A 10% restocking fee on returns after 30 days may apply.)

All returned materials must be the current version and in saleable condition, with no markings or shelf-worn appearance. Teacher and student kits, and other packaged items, must be returned complete as sold. If these conditions are not met, the materials are not refundable and will be returned to the sender.

A Return Materials Authorization (RMA) number and original invoice must accompany all returns. Contact customer service to obtain an RMA number. The customer is responsible for return shipping charges; we recommend using tracking numbers and additional insurance.

Wilson will issue refund checks (or credit your credit card) upon request if and when no outstanding balance exists on your account.

- *Out of Stock items will automatically be back-ordered.*
- *Prices listed are in U.S. currency and are subject to change without notice.*
- *Actual product design may vary from that depicted in this catalog.*

**The Wilson Guarantee**

If for any reason you are not completely satisfied with your purchase, you may return it within 30 days for a refund, credit, or replacement. Software, DVDs and black-line masters may be returned for replacement only. Please read our return policy for full details.

To learn more about Wilson reading programs, professional development offerings, and extensive evidence of effectiveness, visit our website at:

**[www.wilsonlanguage.com](http://www.wilsonlanguage.com)**