

Place Your Order:

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.)

FAX:

Credit card and authorized purchase orders accepted via fax

508.368.2300

EMAIL:

Purchase orders only may be scanned and emailed

eorders@wilsonlanguage.com

MAIL:

Check, money order, credit card and authorized purchase orders accepted via mail. Send your completed order form or purchase order to:

Orders at Wilson Language Training®

47 Old Webster Road

Oxford, MA 01540-2705

ONLINE:

Credit card orders accepted via the online store

Tax exempt orders cannot be placed online

To order materials online, visit:

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.

WLT Return Policy

When you receive your shipment, first verify all contents. To qualify for replacements, you must contact WLT Customer Service Center at 1-800-899-8454 within 30 days of receipt.

If you are not completely satisfied with your order, you may return it within 30 days for a refund. Software, DVDs, and black-line masters may be returned within 30 days for replacement only. WLT accepts returns for credit or replacement only within 120 days from the date of purchase.

A 10% restocking fee may apply on items returned after 30 days. Shipping and handling costs are non-refundable. Returned material must be:

- In the current version/edition
- In salable condition, with no damage, markings, or wear
- Kits, Sets, and other packaged items must be returned complete as sold.

A Return Materials Authorization (RMA) number must accompany all returns.

The customer is responsible for return shipping charges. We recommend that returns include a copy of the packing slip or invoice and be traceable / insured through shipper. WLT Customer Service Center will work with you to qualify the return and issue an RMA number. RMA numbers should be clearly marked on all packages. WLT is not responsible for returned packages received without an RMA number.

- *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