

# Wilderness Voice Publishing, LLC

PO Box 857 ~ Canon City CO 81215 Business line: (888) 575-9626 Ext 6 Fax: (877)883-7291  
Email: admin@wvpbooks.com

## Church/Ministry Bulk Order Agreement

**Must be completed and submitted (mail or fax) before initial order.**

### Buying and Shipping

1. All Credit Card and Personal Information given to Wilderness Voice Publishing, LLC for book purchases are kept extremely confidential! We do not sell our mailing lists or our customer's personal information, nor do we buy such information from others.
2. Currently, all orders are payment by check or credit card before shipping. Net 30 will be established in the future as well as consignment options.
3. Orders will be shipped within 2-4 working days of receipt of payment. Credit Card Payments are considered "received" immediately. Postal Money Orders are considered "received" the day we get them in the mail. Personal Checks are considered "received" when the check clears our bank. (Note: There will be a \$25.00 fee on all returned checks.)
4. Orders can be processed online or by telephone. Shipping and handling fees are calculated at time of online order or when a order is placed by phone. A fax or mail in form can be used to place orders (shipping and handling fees will be calculated by WVP and confirmed with purchaser before fax or mail orders are processed).
5. All books are subject to sale and may not be available at a given time. Some book titles may be placed on backorder.
6. Shipping carriers can be USPS or UPS, unless an alternate has been determined when order is placed.

### Refunds and Returns

1. Refunds are given only in the event that the description does not accurately match the condition of the book.
2. Requests for refunds must be made via e-mail within 10 calendar days of receipt of book(s). Along with request, please include a preferred e-mail and/or phone number where you can be contacted. A return authorization form must be filled out with book(s). A return authorization code will be issued.
3. If a refund request has been approved the customer must return the goods via FedEx, UPS 2nd Day, or USPS Media or Priority Mail, with appropriate insurance.
4. A refund or replacement book(s) will be issued upon receipt of returned goods provided the goods are in the same condition as when sold. The refund or replacement will be issued and sent (postmarked) within 5 days of receipt.
5. **Returns:** Wilderness Voice Publishing will allow unsold books to be returned for refund after six months of the purchase date and up to a year after the purchase date.
6. All refunds are in the form of check, regardless of method of purchase. Refunds will not be issued to credit cards, nor will cash or money orders be sent.
7. WVP reserves the right to refuse any refund in full or in part based on any or all of the following reasons: **a.** Goods returned without notification or approval of WVP (goods returned in this manner will be refused upon delivery). **b.** Goods damaged while in the custody of customer. **c.** Requests made late (past the 10-day grace period) or improperly (must be via e-mail or regular mail). **d.** Goods not returned promptly (postmarked within 5 days of approval). **e.** Goods not returned in proper manner (not insured or sent by an unapproved carrier)

### Other Agreement Conditions

1. The WVP book resellers are purchasing at wholesale prices. Each church/ministry is responsible to report all taxes of resold books to appropriate governing agencies.
2. WVP and church/ministry retains the right to discontinue business relationship without notification or reason.
3. Books delivered to bookseller for consignment are administered through a separate agreement.
4. This agreement and its policies are subject to change without notice.
5. If any part of this agreement is found to be unenforceable, the other parts will remain enforce.

### Church or Ministry Information

Church/Ministry Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ ST: \_\_\_\_\_ Zip: \_\_\_\_\_

State Tax Exempt number: \_\_\_\_\_

Authorized purchasing agent printed name: \_\_\_\_\_

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Signature Date