

# Policies and Information

## Place Your Order:

### PHONE:

Credit card orders accepted via phone:

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

Monday – Thursday, 7am - 7pm ET

Friday 7am - 4pm ET

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

### FAX:

For authorized purchase orders only:

**508.368.2300**

### EMAIL:

Purchase orders only may be scanned and emailed:

**eorders@wilsonlanguage.com**

### MAIL:

Check, money order, and authorized purchase orders accepted via mail:

**Orders at Wilson Language Training**  
**47 Old Webster Road**  
**Oxford, MA 01540-2705**

### ONLINE:

Tax exempt orders cannot be placed online.  
Credit card orders accepted via the online store.

To order materials online, visit:  
**store.wilsonlanguage.com**

## Payment Options

Send your authorized purchase order, 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. Credit card payments are processed only by telephone. Please call us toll-free 800.899.8454. Our Customer Support Center is available Monday - Thursday, 7am - 7pm Eastern Time and Friday, 7am - 4pm Eastern Time. 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.**

Materials Subtotal	Shipping & Handling
Up to \$99.99	\$8.00
\$100.00 to \$9,999.99	8%
\$10,000.00 to \$49,999.99	6%
\$50,000.00 and up	Call for Quote

Contact Customer Support 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 reimbursement, you must contact WLT Customer Support 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. 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.

Shipping and handling costs are non-refundable. A 10% restocking fee may apply. 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 Support 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.

## 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. Black-line masters may be returned for replacement only. Please read our return policy for full details.

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

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

- *Out of Stock items will automatically be backordered.*
- *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.*