



Gold Accounts receive 50% discount on all orders regardless of size. Ask your Sales Rep or YMAA for Details.

Product	30%	40%	42%	45%	50%
Books / Music / DVD/Videos / Silk / etc.	1 - 5	6 - 39	40-79	80-99	100 +
Gold Accounts (ask your rep for details)					✓

Silk uniforms sold individually (i.e. per piece.)

Prices subject to change without notice.

ACCOUNTS:

- **New Accounts:** It's easy to open an account. Just send us your first order! You will have to prepay your first two orders (Credit card / company check / COD). Your order must be accompanied by a business card, letterhead and tax resale number. You can request a credit application at any time. When your application is approved, you can order as an "Established Account" (see below).
- **Established Accounts:** If you have an established account, this means that you have completed a credit application and supplied us with the name of your store manager and accounts payable manager. We will send you a monthly statement. If your account is inactive for one year, you will have to re-establish your account.
- **Proforma Accounts:** With a proforma account, we will send you a proforma invoice for your order. You will have to pay before we ship your order.
- **Payment:** Foreign Countries Payments — bank draft (US funds, US bank, Tele-transfer). Credit Card (Master Card / Visa / American Express / Discover). \$15 service charge for wire transfers. Contact us for Account information.
 USA Payments — Company Check, Credit Card (Master Card / Visa / American Express / Discover) \$20 service charge for wire transfers.
- **Bounced Check Fee:** \$45.00

TERMS:

- **United States:** Net 30 days from the date of your invoice for established accounts. Freight is FOB our warehouse (Canton, MA. USA 02021). If your account is past due, we cannot ship your order until your account is current.
- **Canada & Mexico:** Net 30 days from the date of your invoice for established accounts. Freight is FOB our warehouse (Canton, MA. USA 02021). If your account is past due, we cannot ship your order until your account is current.
- **Europe & Other Foreign Orders:** Net 60 days from the date of your invoice for established accounts. Freight is FOB our warehouse (Canton, MA. USA 02021). If your account is past due, we cannot ship your order until your account is current.

SHIPPING:

- **United States:** We ship UPS Ground unless you tell us otherwise. We can ship USPS (Priority Mail or Media Mail). Large orders shipped via truck. Freight FOB our warehouse. We cannot ship UPS to PO Boxes. \$1 per box fee.
- **Canada:** We will ship USPS Air Post, unless you tell us otherwise. We can ship UPS or USPS. All freight FOB our warehouse. \$1 per box fee. Invoice NOT included with package. Invoice sent either FAX / PDF / Mail Post.
- **Global Destinations:** We will ship USPS Air Post, unless you tell us otherwise. We can ship UPS or USPS. All freight FOB our warehouse. \$1 per box fee. Invoice NOT included with package. Invoice sent either FAX / PDF / Mail Post. ***We strongly recommend that overseas customers use a freight forwarding service to reduce shipping costs.***

PROBLEMS WITH SHIPMENTS:

- **Shortages and Misships:** We are sorry if this happens. It is a problem for everyone. You must notify us within 30 days. Please send us a copy of the invoice, along with a note about what was wrong. We will process a credit and deal with the problem at our end so it won't happen again.
- **Lost Shipments:** Orders shipped via UPS can be easily traced. Contact us and we will begin the search. We cannot be responsible for orders shipped Media Mail (USA), as these shipments are not trackable or insurable. **International Customers:** Please be patient, as Air Post has been known to take up to 2 weeks to arrive. Even if your order is insured, tracing and collecting can take up to 6 months from the post office.
- **Damages Due to Carrier:** If you receive a shipment from UPS or from a truck that contains damages because the cartons were "hurt", please notify the carrier immediately! SAVE THE CARTONS because they will not give you credit for the loss unless they can see the cartons. If you have any trouble, call us, we'll be happy to help.
- **Damages Due to Packing:** If you receive a shipment from us that was poorly packed, you can return the products for an exchange or credit. "Poorly Packed" means that the carton arrived in good shape but the product inside was bent/broken/scratched due to them "sliding around". Send us (fax/mail/pdf) a copy of your invoice or packing slip and write on the document that the product was damaged due to Poor Packing. Will will authorize the return and you can either send it back or we can issue a call tag. We will refund freight for GROUND SHIPPING only. We cannot issue the credit until the products are received in our warehouse.

- **Return Authorization:** We realize that Return Authorizations are annoying but we issue them because we have to. To speed up the process you can give us a call. We need the invoice number so that we can trace the order. If you handle your damaged product or misships immediately, you will have the Invoice or packing list in your hand and you can copy it and we can work together to solve the matter. We will issue a Return Authorization only after knowing the reason for the return (i.e. Poorly Packed / Defective Product) **and** having an invoice number for the order. You can either send it back or we can issue a call tag. We will refund freight for GROUND SHIPPING only. We cannot issue a credit until the products are received in our warehouse.

CREDITS FOR AUTHORIZED RETURNS:

- **Overstock:** We will accept returns for overstock products for up to 6 months from the invoice date. You need authorization to return. Write / FAX / Email our customer service department and include the original invoice number for the items you wish to return. We will issue an authorization number. You must write this authorization number on the "old" invoice and send the products back to our warehouse. All overstock products must be returned in saleable condition. If you return products that 1). we have not sold to you 2). are damaged or shop worn; we will donate them to the local library and you will not receive a credit for them. (Pack Carefully!). All credit for overstock products returned after 60 days, will be issued at 55% discount; prior to 60 days, credit issued at original invoice price.
- **Wholesalers and Catalogers:** Please see your merchandise sheet (that we filled out for you!) for your return policy.
- **Defective Products:** Usually you find that a product is defective after the customer returns it to you. You should feel comfortable to offer your customer a replacement. We will most likely ship you a replacement product. We need to authorize the request and we need your account number. (Don't worry about the original invoice). To speed up the process you can give us a call. Please tell us what is specifically wrong and we'll give you instructions.
- **Credits for Authorized Returns:** We issue credits NOT cash refunds. Credits for \$25 or less will expire after one year. Credits for larger amounts will continue to show up on your monthly statement. Please monitor your credit available.
- CD's incur 45¢ restocking fee.

BACK ORDERS:

- **How Long?:** 3 months maximum. If we don't have standing back order instructions with your company, we will back order and ship as the product becomes available for up to 3 months from your order date. You can Cancel Backorders Anytime.
- **How our Back Order system works:** Back orders will accumulate. If you backorder one copy of a title and the next week backorder three of the same title you will have a total of 4 on backorder and we will ship 4 when the title becomes available. We pay postage for backorder titles of 5 or less in the continental USA. 1/2 Freight charge for 6 or more B.O. ***Back Orders for not yet published titles are not eligible for freight discounts***

EXAMINATION / REVIEW / DEMOS:

- **Examination Copies:** Available at a 50% discount. Make your request on school letterhead, indicating course title and estimated enrollment. Enclose check, money order, or credit card info and send to YMAA.
- **Desk Copies:** For classroom adaptations orders of 20 units or more, you can ask for one desk copy.
- **Instore Demos:** Are available: Discuss with your sales representative.

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