

Ordering

Product Returns Policy

We urge you to order by catalogue code number and to check your entire order as soon as it is received. A common error is ordering total quantity of single items required instead of indicating number of packages (e.g., “35 pkg of 35” instead of “1 pkg of 35”). Refer to the catalogue or request a quote when in doubt.

Goods shipped in error, defective product and short-shipped items must be reported immediately and will be replaced at no charge. Notification must be received within two (2) months of the original order.

Goods ordered incorrectly or no longer required may be returned within three (3) months of our invoice date and are subject to the following conditions:

1. Test booklets, answer sheets, books, ancillaries etc. may be returned for a full refund provided all materials are in resaleable condition and are in their original **unopened packages**.
2. Kits may be returned provided a signed statement is included with the return assuring that that no components have been removed or used. **There will be a 10% restocking fee deducted from the credit on all kits.**
3. **Software may not be returned for credit.** Depending on the product, demo disks, sample print outs and/or trial sets are available for customers wanting to review the product before purchasing.

Defective Software may be returned, provided the customer has contacted our software support lines and the defect has been confirmed.

When returning software, the customer must clearly indicate that goods are defective and that authorization has been received.

Before sending in any returns, authorization from our **Customer Support Department (1-800-268-2222)** is required. Have your invoice ready for reference when speaking with our agents. All returns must include a copy of the invoice and reason for return. As all returned goods remain the responsibility of the customer until they are received and verified resaleable, we suggest you pack securely and forward via a traceable shipping method.

Software Support Lines:

Nelson Software

(e.g., Profile, CTBS/CCAT Score Conversion)
Call 1-888-632-9512

Riverside Publishing Software

(codes beginning 9-. e.g., WJ III, SB5, et al.)
Call 1-800-323-9540

ASEBA Software (ADM)


Call 1-802-264-6432

Volume Discounts

Customers may obtain volume discounts when ordering certain materials (as noted below) at the catalogue price. Volume discounts may not be added to other types of discounts or special offers.


The following charts reflect volume discounts given on single orders of identical packages, kits, or items billed and shipped to a single address.

Booklets, Forms, Guides

The discount schedule below applies to current editions of selected test records/booklets (WJ III, SB5...), ASEBA forms, GATB Doing Your Best booklet, e.g. Marked with a  throughout the catalogue.

QUANTITY	DISCOUNT
1 to 29	no discount
30 to 99	5%
100 to 499	10%
500 to 999	15%
1000 to 1999	20%
2000+	25%

Kits, Answer Sheets, and Software

Marked with a  through the catalogue, the discount schedule below applies to selected items for these products:

- BDI-2 (p. 26)
- SIB-R (p. 28)
- BGII (p. 19)
- UNIT (p. 25)
- CBCL (p.35)
- WJ III (p. 16)
- DS (p. 14)
- WJ III DRB (p. 17)
- DW (p. 19)
- WJ III Report Writer (p. 12)
- OSOT (p. 27)
- WMLS-R (p. 18)
- SB5 (p. 22)

Individual product items (i.e., Test Records, Examiner's Manual, etc.) are not eligible for these discounts.

QUANTITY	DISCOUNT
1 to 4	no discount
5 to 14	5 %
15 to 29	10 %
30 +	15 %

University Training Program Discounts

A special training program discount of 30% is granted on the purchase of test and assessment materials for use in university measurement courses, internships, and clinical practica, but **not for resale**. No training discount is given on materials in combination with any other discounts, special offers, or introductory pricing.

Nelson supports the use of its assessments in graduate and undergraduate training programs and courses. We know that professors also understand the importance of maintaining the security of, and enforcing the proper use of our assessments. To this end, Nelson requires orders to be submitted in writing on a University Purchase Order or University Letterhead and must be accompanied by a completed and approved *University Training Program Discount Order Form* (below), as well as a completed *Test User Qualification Form* (page 43) completed by the professor ordering the materials. Discounts cannot be approved without authorized signatures. Nelson reserves the right to deny any request for discounts for any reason.

Research Discounts

A special discount of 30% is granted on the purchase of test and assessment materials for use in pure research settings, but **not for resale**. No research discount is given on materials in combination with any other discounts, special offers, or introductory pricing.

To obtain a research discount, a written submission including the following details must be submitted to Nelson:

- Title and description (as it pertains to the assessment) of research paper
- Name of institution for which the research is being done
- List of materials required and when these materials are required
- When the research report is due
- At the conclusion of the project/report, a copy of the research (as it pertains to the assessment) must be submitted to Nelson.

All discounts are subject to the approval of Nelson. Confirmation will be returned to you and this confirmation must be submitted with your order.

This form MUST accompany the order. NO RETROACTIVE discounts will be allowed.

University Training Program Discount Request Form

Name _____ Title _____
 University _____ Building _____
 Street _____ City _____
 Province _____ Postal Code _____
 Telephone _____ Fax _____ E-mail _____

Title of course to be taught or brief description of program:

Course Schedule (Semester/Quarter): Fall Winter Spring Summer Projected Course Enrolment _____

Name of Department Chair/Program Director _____
 Signature of Department Chair/Program Director _____
 Signature of Course Instructor _____