

Product Returns Policy

We urge you to order by catalogue code number and to check your entire order as soon as it is received. The most common errors are: not specifying the type of answer sheet (hand or machine scorable), or 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 1-800-914-7776 ext. 2280

Riverside Publishing Software

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

ASEBA Software (ADM)


Call 1-802-656-8313

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 CTBS and CCAT booklets, guides, GMRT booklet packages and guides, selected test records/booklets (i.e., WJ III, SB5...), ASEBA forms, GATB Doing Your Best booklet, ESP. 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 (pp. 22–23)
- SB5 (pp. 18–20)
- BGII (p. 21)
- SIB-R (p. 24)
- BVAT (p. 16)
- UNIT (p. 17)
- CAS (p. 16)
- WCPP (p. 12)
- DS (p. 10)
- WJ III (p. 12)
- DW (p. 21)
- WJ III DRB (p. 13)
- ICAP (p. 30)
- WJ III Report Writer (p. 5)
- IDA (p. 23)
- WLPB-R (p. 14)
- MBA (p. 14)
- WMLS (p. 15)
- OSOT (p. 30)
- RISA (p. 23)
- CTBS Answer Sheets, packages of 100 (pp. 36–37)
- CCAT Answer Sheets, packages of 100 (pp. 38)
- CCAT/CTBS Score Conversion Software (pp. 36–38)

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 %

Who May Purchase Tests

Nelson observes the ethical standards and practices recommended by the Canadian Psychological Association for publication and distribution of testing materials. Orders will be given prompt attention if they adhere to the following CPA guidelines. This information and the Test User Qualification Form in this catalogue comply with the Canadian Psychological Association recommendations.

Generally, there are three major categories of test purchasers. The first category consists of individuals who purchase and use tests for decision-making purposes, whether in schools, hospitals, personnel departments, or other work settings. This category also applies to individuals who train students in the use of tests that will be employed for these purposes. The remaining categories consist of individuals who purchase tests for research purposes or for library use.

Regardless of category, however, all first-time purchasers must complete the Test User Qualification Form in this catalogue and submit this Form together with their purchase order. Orders from individuals who do not have on file a completed Test User Qualification Form will not be filled. Purchase orders from institutions (schools, hospitals, etc.) should be countersigned by an individual who has on file a completed Test User Qualification Form. The following criteria govern the sale of tests to individuals in each category.

CATEGORY 1: Tests Purchased for Teaching or Decision-Making Purposes

An individual who employs the test for the purpose of teaching students, counselling clients, making hiring decisions, grade placement decisions, clinical referrals, etc. must have successfully completed a minimum of two university courses in tests and measurement. The first course, on basic principles of psychological measurement, should have been completed at the undergraduate or graduate level, and should have included information on such topics as scaling, transformations, and norms, as well as information on factors that affect reliability and validity.

The second course, at the graduate level or its equivalent, should have included material on assessment which is appropriate to the test(s) being ordered. Because of the variety of tests listed in the catalogue, coupled with the overlapping content of many advanced level courses in testing, it is not possible to specify by name

which courses are necessarily most suitable for which tests. A course entitled "Educational Assessment," for example, may contain material on the administration and scoring of achievement tests. For this reason, Nelson adheres to the position adopted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education that a "test user should know her/his qualifications required for the uses of specific tests" (APA, AERA, NCME, 1974, p. 58). It is not the responsibility of Nelson to ensure that tests are used properly once they are sent to the qualified purchaser. That responsibility remains with the test purchaser even in cases where the purchaser delegates the administration and/or interpretation of a test to someone else.

In addition to having completed an appropriate advanced level course in testing, there are also certain tests which are widely recognized as requiring supervised experience in test administration and interpretation in the form of either a practicum or internship. In this catalogue these tests include, but are not necessarily limited to, the following: General Aptitude Test Battery (GATB), Stanford-Binet Intelligence Test, Cognitive Assessment System, and WJ Cognitive Battery. Tests of this nature will not be sold to individuals who fail to meet this additional training requirement. Nelson retains the right to determine whether a person is indeed qualified to purchase a given test.

Nelson further recognizes that some individuals may have acquired an appropriate background in testing in ways other than course work. It is not the responsibility of the publisher to offer courses in testing. In order to avoid imposing unfair restriction on the sale of tests, if you feel that you are qualified to purchase a given test as the result of having successfully completed an appropriate advanced level workshop or mini-course sponsored by a professional association, college, university, etc. you should describe in a letter the nature of your background. The letter should then be submitted together with the purchase order form. Final approval to purchase a test will rest with Nelson.

In addition to course requirements, an individual who purchases a test for teaching or decision-making purposes must agree to abide by the principles that apply to appropriate test use set forth in the Standards for Educational and Psychological Testing (AERA, APA, NCME, 1985)

and in the Guidelines for Educational and Psychological Testing (CPA, 1987). Such an individual also must either be a member of a professional association, registered by a professional association, or be employed by a firm that has endorsed these principles and has adopted a code of ethical conduct which is similar to the code of ethical conduct approved by the American Psychological Association or the Canadian Psychological Association. The reason for this last requirement is to ensure there is an external body that can act as a monitoring agent to which the public can turn in order lodge a complaint when there is reason to believe that a test has been misused.

CATEGORY 2: Tests Purchased for Research Purposes

Tests and test materials that will be used for research purposes only may be purchased by college and university faculty members as well as by professional staff of hospitals and business organizations. Students enrolled in graduate programs may also purchase materials that will be used only for research purposes if the purchase order is countersigned by the student's supervisor or by the department head. Regardless of the purchaser, however, the order must be submitted on business or letterhead stationery and the purchaser must satisfy either the professional membership requirement, professional registration requirement, or the employment requirement specified under Category 1. In the case of students, enrollment in a graduate program that adheres to a code of ethical conduct similar to the code approved by the APA or the CPA will satisfy these requirements.

CATEGORY 3: Tests Purchased for Library Reference Purposes

Tests and test materials for library use or for sale through university bookstores are sold to individuals upon the assurance that these products will be made accessible only to persons who meet the criteria specified under Category 1 and Category 2. This assurance must be submitted in writing on letterhead stationery before the order will be processed. The letter containing this assurance must be countersigned by an individual who satisfies either the Category 1 or Category 2 criteria. In order to purchase materials for libraries or bookstores, the qualified purchaser must also fill out the Test User Qualification Form.

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 62) 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 Enrollment _____

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

Test User Qualification Form

Individual Accounts (i.e. private practitioners, etc.) are requested to resubmit this form with each purchase.

Name _____ Title _____

Work Address _____ Organization _____

Work Phone (____) _____ Work Fax (____) _____ E-mail _____

A. Education Background

Bachelor's Degree Year _____ Institution _____ Major _____

Teacher's Certificate Year _____ Institution _____ Major _____

Master's Degree Year _____ Institution _____ Major _____

Doctorate Year _____ Institution _____ Major _____

Other Year _____ Institution _____ Major _____

B. Membership in Professional Organization(s).

1. I am certified and/or a member of the following organization(s).

CPA CASP OPA AERA APA ASHA NASP Other

2. I am registered by _____ 3. My registration number is _____

C. Evidence of Appropriate Training in the Use of Tests.

I have successfully completed the following course(s).

Course name _____ Institution _____ Level (undergraduate, graduate or its equivalent)

I have successfully completed a practicum or internship in testing in the following area(s) - if ordering GATB include reference to testing courses.

I have successfully completed an appropriate advanced level workshop or mini-course sponsored by a professional association, college, university or firm that qualifies me to purchase the test(s) listed on the order form. I have included a letter that outlines the nature of this training.

D. Evidence of Acceptance of Responsibility for the Sound Use of Tests (see section entitled "Who May Purchase Tests," page 60).

1. I wish to purchase the test(s) listed on the attached order form under the following test purchaser category.

Category 1 Category 2 Category 3 I plan to use the test for purposes other than the ones outlined under these categories (see page 60). I have included a letter that fully describes these other purposes.

E. I have the minimum qualifications to purchase:

Level **A** Tests – Teaching Certificate (e.g., CTBS, CCAT, GMRT)

Level **B** Tests – Teaching Certificate with specialized education and training (e.g., WJ Achievement, MBA, WMLS)

Level **C** Tests – Related Masters degree with specialized education and training (e.g., WJ Cognitive, Stanford-Binet, CAS)

My signature indicates that the information on this form is correct. I agree to abide by the principles set forth under the category checked above, and I also agree to abide by the regulations that apply to the copyrighted parts of the test(s) I wish to purchase. Copyrighted parts of tests include test items, scoring algorithms, norms, test booklets, test protocols, etc. This material may not be reproduced in paper or electronic format without written permission from the publisher. Violation of copyright is a federal offense according to the Canadian Copyright Act.

Date _____ Signature _____

