

Atomic Dog Publishing, Bookstore FAQ's

Atomic Dog Publishing's goal has been to provide quality learning materials at an inexpensive price. Thomson Custom Solutions is committed to that goal and looks forward to partnering with you to realize this vision. Below are some policies and additional information related to ordering Atomic Dog titles.

How do I order Atomic Dog titles?

To ensure there is no interruption in the quality of your service, there will be no change in the Atomic Dog contact information for placing orders until we complete the integration of Atomic Dog titles into our systems and warehouse.

Email

atomicdog@thomson.com General inquiries
 bookstoreorders@atomicdog.com To place an order

Phone

Domestic: 800-310-5661 ext. 5
International: 513-842-3333 ext. 5
Fax: (212) 658-9194

Shortly we will begin transferring Atomic Dog titles to the Thomson Distribution Center-in time for summer ordering. We will notify you of any changes to the ordering process and Customer Service for Atomic Dog titles.

What is the returns policy?

Effective immediately, Atomic Dog titles will follow Thomson Custom Solutions returns policy:

Returns are allowed for products bought directly from Thomson USA. Product purchased from overseas and returned will be refused back to the customer and no credit will be issued.

★ Returns must be shipped prepaid by traceable means and be accompanied by one packing list per carton indicating quantity and titles returned.

★ To ensure proper crediting, please include a copy of your original invoice. If a college store wishes to return materials

but do not have a copy of the original invoice, they should request permission. Returns must be in saleable condition.

★ In an effort to control cost and textbook pricing, we will accept only 20% of the quantity ordered and must be returned within 12 months of the invoice date.

★ Returns must be packed in cartons of at least 257 lbs. test for larger boxes and 200 lbs. test for smaller (similar to Thomson Learning's shipping standards). Product must be packed with sufficient and appropriate packing material.

★ Returns of superseded titles must be received within 120 days of publication of the new edition. Returns of Out of Print titles must be received within 120 days of notification.

★ A \$10.00 shipping fee will be charged for all refused returns.

★ The returns time frame is 12 months from the invoice date regardless of the Service Plus status.

★ Course cancellation returns must include the full quantity originally ordered. Atomic Dog titles purchased in Q4 of the previous year, or Q1 of the current year, must be received by May 1st.

★ Product purchased in Q2 or Q3 of the current year must be received by November 1st. All paperwork for course cancellation returns must be clearly marked "course cancellation".

Where do I ship returns?

Effective immediately you can begin shipping returns to our Thomson Distribution Center:

Thomson Distribution Center
 Attn: Returns Location 02
 10650 Toebben Drive
 Independence, KY 41051

To ensure proper crediting, please include a copy of your invoice.

Why do I have two ISBN's for the same title?

When placing a bookstore order, use the Paperback + Online Editions ISBN or the Online Edition ISBN. The book only ISBN is strictly for students who order directly from our website

