
Frequently Asked Questions

How do I place my order?

Please send this quote along with an authorized purchase order --

via eMail: sales@edresources.com

via Fax: 800.610.5005

via Mail: Educational Resources
1550 Executive Drive
P.O. Box 1900
Elgin, IL 60121-1900

What is an 'authorized purchase order'?

A document that contains School or District Name that acts as authorization for Educational Resources to bill your organization for the amount stated on the purchase order.

Frequently, this is a form issued by the accounting department for the district. However, we will also accept a signed letter on official letterhead.

How do I get a copy of the most recent Educational Resources Catalog?

Complete a catalog request form on-line at
<http://www.edresources.com/CatalogRequest.aspx>

What is the return policy?

Merchandise may be returned unused within 30 days for credit or exchange. All returns must be in 100% resalable condition (packaging & support materials intact) unless defective. All damaged products must be reported within 10 days of receipt. If you receive a product that is defective, call our Customer Service Department to receive a Return Authorization (RA) number. If the products may be returned, you will receive either a replacement product or credit to your account. A copy of your invoice or packing slip must be included with your return. Clearly mark the RA number on the outside of the box. Send your return product back insured and traceable via UPS, FedEx, Ground or US Mail prepaid. Please be advised that the following products are NOT returnable unless defective: Special Orders, Books, Hardware, Furniture, Carts, Network Versions, Site Licenses & Products contained in a license agreement envelope that has been opened. Educational Resources reserves the right to charge a stocking fee under certain circumstances.

What is the Cancellation Policy?

Cancellations must occur prior to the product shipping to avoid shipping and handling costs. Cancellations of hardware & furniture items made after receipt or in transit will result in the customer paying all return freight charges and a restocking fee. Any outstanding backorders on either school or personal orders, due to periodic manufacturer delays in shipping, will be automatically cancelled after 60 days of your original order date, unless you indicate otherwise.

Where can I see the complete listing of policies?

Online at <http://www.edresources.com/TermsConditions.aspx>