

# ORDERING INSTRUCTIONS

## By Mail

American Correctional Association  
P.O. Box 201  
Annapolis Junction, MD 20701

## By Phone

toll-free, 1-800-222-5646, ext. 0921.  
or calls from outside the U.S., call 240-646-7080,  
to 5:00 p.m. Eastern Standard Time

Call

Local calls  
9:00 a.m.

## By Fax

FAX the order form to (301) 206-9789  
**Attention: ACA Customer Service**

## Online

Shop online at [www.aca.org](http://www.aca.org).

## Payment

All orders must be prepaid. Purchase orders will be accepted from government agencies and private companies. However, the agency must have an appropriate membership if they wish to receive a membership discount. See "Discounts" below for details. Purchase orders must include postage and handling charges or they will not be processed and will be returned to customer for modification.

**A \$15.00 minimum purchase is required for credit card orders.**

**F.O.B. destination orders are not accepted.**

## Prices

Prices in this catalog are effective beginning *May 1, 2006*. Prices are subject to change without notification.

## Discounts

Individual memberships which include *Associate, Professional, and Executive members*, receive a 20% discount on most ACA published books and courses for their personal use. ACA member ID number and expiration date must be included with you order to qualify for discount. Agencies may also receive a 20% discount with an *Organizational or Supporting Patron* membership. A statement/invoice will be sent to the member address after merchandise has been shipped.

If you are unsure whether you may receive a discount on your purchase, please call 1-800-222-5646, ext. 0921 before placing your order. **Volume discounts on purchases of publications and courses are available.** Please call an ACA Sales Associate at 1-800-222-5646, ext. 0197 for more information. Multiple discounts do not apply.

## Product Availability

Due to conditions beyond our control, some publications may be out of stock at the time we receive your order. We will ship all available publications promptly and back-order any out-of-stock publications. If you do not want to receive backordered items when they become available, please notify our Customer Service Department at the time your order is placed. If you paid by check and wish to cancel your order, you will be issued a refund. If you paid by credit card, a credit will be issued to your account. **No return/refund policy.** Please call customer service within two weeks if your books have arrived damaged.

## Shipping Service Available

**Federal Express 2nd Day Service** - Delivery guaranteed in two business days. Orders must be received by 12 p.m. to guarantee shipment. Additional options are available, including overnight service. Please call Customer Service for details.

**UPS Regular** - Delivery in three to eight business days.

Please call for pricing on orders of more than \$1000.00 and overnight service charges. **For delivery to Alaska, Hawaii, and Puerto Rico, add \$5.00 to the UPS Regular charge selected from the chart below.** Some areas may not be available for all services. Warehouse manager will select best available service.

UPS/Federal Express cannot deliver to P.O. Boxes.

## Canadian, Foreign and Overseas Orders

Orders from outside the U.S. must be prepaid in U.S. currency drawn against a U.S. bank and must include shipping charges. **Customer is responsible for all import duties and taxes.** For international orders you must request actual shipping and handling charges by sending your order by FAX to ACA's **Customer Service Department, (301) 206-9789**, or by calling **(240) 646-7080** and indicating that you want shipping costs. Please see chart below if ordering from Canada.

### Shipping & Handling Charges

Amount of Purchase	UPS Regular	FedEx 2nd Day Air	Canada
Up to \$10.00	\$5.75	\$11.50	\$23.00
\$10.01 to \$25.00	\$9.50	\$18.50	\$30.00
\$25.01 to \$50.00	\$11.50	\$20.75	\$32.75
\$50.01 to \$75.00	\$13.50	\$22.50	\$35.00
\$75.01 to \$99.99	\$16.75	\$24.25	\$38.00
\$100.00 to \$199.99	\$19.75	\$28.75	\$41.50
\$200.00 to \$299.99	\$23.00	\$34.50	\$45.00
\$300.00 to \$399.99	\$24.75	\$38.00	\$53.00
\$400.00 to \$499.99	\$27.00	\$45.00	\$62.00
\$500.00 to \$599.99	\$30.00	\$50.00	\$70.00
\$600.00 to \$699.99	\$32.75	\$55.00	\$78.00
\$700.00 to \$799.99	\$34.50	\$60.00	\$82.00
\$800.00 to \$899.99	\$37.50	\$65.00	\$90.00

**Institutional/Company purchase orders with an individual member's ID number will not be processed at member prices. You must have an Organizational or Supporting Patron membership to receive discount.**