



TOUCHPOINT PRESS

DOING BUSINESS INFORMATION SHEET

Thank you for your interest in carrying TouchPoint Press titles. We are always happy to work with bookstores and retailers to meet their individual needs. We understand each bookstore has different expectations and needs, and we are equally happy to discuss terms that fit your company's current needs and policies.

- Our standard minimum discount is 55%. International vendor discount is 40%.
- We do accept returns, and we work to make the process as easy as possible.
- We accept returns from the date of purchase up to 1 year.
- Books must be in clean, saleable condition (i.e. no sticker or sticker residue, marks, or scuffs).
- Out of print books are not returnable by default, but for bookstores we do allow returns up to 6 months after declared out of print if requested.

In the same way we want our retailers to receive shipments on time, we also want to process return requests in a timely manner. It keeps all our ships running smoothly! Our goal is to create and maintain long-term, positive relationships with the retailers who carry our titles.

Accompanying this letter is information on how to create an account with TPP, and/or how to handle return requests when ordering from distributors.

We look forward to doing business with you!

W A R M R E G A R D S ,

S H E R I W I L L I A M S , P U B L I S H E R

¹Shop-worn damage accepted if the condition remains saleable.

TOUCHPOINT PRESS
Read. Relax. Repeat.

@TouchPointPress
 @touchpointpress

www.touchpointpress.com

46 BROOKLAND STREET, STE. 3
BROOKLAND, AR 72417

P: 662-595-4162
F: 870-200-6702

Ordering: info@touchpointpress.com
Marketing: media@touchpointpress.com



GENERAL INFORMATION

WHAT ABOUT DAMAGED SHIPMENTS?

For damaged shipments, it is often quicker to contact the carrier for shipping-incurred damages/loss. However, we do assist with such issues as needed.

For issues with a physical copy (i.e. printing errors, et al), contact us directly. You will receive our prompt attention. Depending on the individual circumstances, we will replace copies or apply credit/refund.

SETTING UP A RETAILER/VENDOR ACCOUNT



To order directly from TPP, create an account at www.touchpointpress.com/bookstore.

Scroll down, click “sign in,” enter your email address in the box and select “Get Sign-In Link.”

Email us (info@touchpointpress.com) so we can manually set your vendor discount. Once your discount is set up, it will automatically apply when you checkout.

ORDERING FROM TOUCHPOINT PRESS

- All major credit cards accepted.
- No minimums.
- Easy returns.
- Shop Now, Pay Later available with **afterpay**²

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SUBMITTING A RETURN REQUEST

You can submit your request via email to info@touchpointpress.com,
Attn.: Returns.

Our return policy is simple. In the event you have returns, simply contact us with the original order ID (will begin with TPP followed by the #, for example TPP000) and the quantity to be returned. Upon receipt of the shipment, we will process the refund for returned copies.

WHAT ABOUT ORDERS PLACED THROUGH DISTRIBUTORS THAT DO NOT ACCEPT RETURNS?³

We honor return requests purchased from distributors, even if they do not allow returns. However, ordering directly from the TPP bookstore streamlines all processes as we can approve and process return requests quicker.

If you are returning copies purchased from a distributor, you will email (or fax) the shipping statement/invoice or equivalent of this document that shows the quantity ordered, amount paid, and date of purchase along with the return request. It's that simple!

**HAVE A QUESTION NOT COVERED HERE?
CONTACT US: [INFO@TOUCHPOINTPRESS.COM](mailto:info@touchpointpress.com).**

²4 interest-free installments, paid every 2 weeks. Pay nothing extra when you pay on time. Instant approval decision. Late fees and additional eligibility criteria apply. The first payment may be due at the time of purchase.

³All TouchPoint titles are available through Ingram; however, many are listed as non-returnable via our distribution printer. Despite our repeated efforts for them to change this, Ingram says it can only be done on the printer's side and the distribution printer says it is against their policy. Please note that TouchPoint WILL honor return requests no matter the source of your purchase. Further, Ingram's discount is 25% while our direct discount is a minimum of 55%.

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