

# ORDER FORM

**CALL** toll free 800/999-APTA, ext 3395, to place orders, or to inquire about orders already placed, Monday-Friday, 8:30 am to 6:00 pm Eastern time.

**MAIL** this order form with your payment to: APTA, PO Box 75701, Baltimore, MD 21275-5701.

**ONLINE** using APTA's secure Online store at [www.apta.org/store](http://www.apta.org/store).

Note: Prices and shipping charges subject to change without notice. In case of typographical error in the store, APTA's intended prices will prevail.

## ORDERED BY:

Name \_\_\_\_\_ Member # \_\_\_\_\_  
 \_\_\_\_\_  
 Company \_\_\_\_\_  
 \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

## SHIP TO:

(Complete only if different from 'ORDERED BY')

Name \_\_\_\_\_ Member # \_\_\_\_\_  
 \_\_\_\_\_  
 Company \_\_\_\_\_  
 \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

ORDER #	DESCRIPTION	QUANTITY	PRICE EACH	TOTAL

## PAYMENT METHOD

- Purchase order enclosed
- Check enclosed, payable to APTA
- Charge my credit card:  Visa  MasterCard  AMEX  Discover

Card # \_\_\_\_\_ Expires \_\_\_\_\_ CC Security Code \_\_\_\_\_

Cardholder's Name (Print) \_\_\_\_\_

Billing Address \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Subtotal →

S/H →

Total →

VA residents add  
4.5 sales tax →

**GRAND TOTAL →**


# SHIPPING & HANDLING

## Three Easy Ways to Order:

**1. Phone:** 800/999-APTA (2782), ext 3395, between 8:30 am and 6:00 pm ET, Monday-Friday. Please have your credit card information ready.

**Note: Express Next-Day or 2nd-Day delivery service orders must be placed by phone.** Orders placed after 12 noon ET will not be processed until the next business day. Delivery day is calculated from the date the order is processed. For more details, contact APTA Member Services.

**2. Mail:** Return your printed order form with your payment (payable to APTA) to: American Physical Therapy Association  
PO Box 75701  
Baltimore, Maryland 21275-5701

**Note: Gift certificates or redeemable discount coupons cannot be exchanged by telephone, fax or via the Internet.** To redeem an "APTA Gift Certificate" or redeemable coupon, please attach the required document to your order form and mail it to the address below. Nonsubmission of these required documents will delay the processing of your order.

**3. Online:** Order online using APTA's convenient and secure Online Store. Or send your order information, including title, order number, and quantity, to [memberservices@apta.org](mailto:memberservices@apta.org). Please provide credit card number, expiration date, name as it appears on the card, credit card billing address, membership information, daytime phone number, and shipping address.

## General Shipping Information

Please allow 3 weeks for processing and shipping of your order. Member Services hours are 8:30 am to 6:00 pm ET. Any Express Delivery orders taken after noon Eastern time will be processed the following business day. Delivery day is calculated from the date the order is processed.

Please enter your shipping address carefully. A \$10 fee is charged for changing the shipping address after you have placed your order.

Payment must accompany your order and must be remitted in US funds. No purchase orders accepted for online orders. If you wish to use a purchase order, place your order by mail, or e-mail [member\\_services@apta.org](mailto:member_services@apta.org). If you need additional information about purchase orders, please contact APTA Member Services at 800/999-APTA (2782), ext 3395, or at [memberservices@apta.org](mailto:memberservices@apta.org). To qualify for discounted member rates, the order must be submitted by a member of APTA and include the name/ membership number of the member placing the order.

## Gift Certificates

Gift certificates or redeemable discount coupons must be redeemed by mail.

## Prices

Prices are subject to change without notice.

## Quantity Discounts

Quantity discounts are available for certain publications, as identified in the catalog.

## Bookstores

Bookstores will receive a 20% discount off the nonmember price on all items, except FirstHand (Order No. SM-3). Sorry, no additional discounts on bulk orders. Written request for refunds/ returns must be received within 90 days of shipment date. Unauthorized returns will be refused.

## Shipping & Handling Charges

Up to \$19.99	\$4
\$20 to \$49.99	\$7
\$50 to \$99.99	\$10
\$100 to \$199.99	\$14
\$200 to \$299.99	\$19
\$300 or more	\$26
*For international orders outside of Canada or Mexico	please add: \$17
*For Express Delivery, please add the following to your shipping charge:	2nd-Day air: \$16 Next-Day air: \$30

Please note that Express Delivery orders must be placed before 12 noon, ET, for next-day air orders to be shipped and received the next day or for 2nd-Day air orders to be received on the second day. Orders placed on a Friday after 12 noon, or during the weekend or on a holiday, will not be processed until the next business day. Delivery day is calculated from the date the order is processed.

## Regular Shipping

Most orders are shipped by United Parcel Service. PO box, APO, and FPO numbers are shipped 1st class mail. Allow 3 weeks from receipt of order for items to reach you.

## Return/Exchange Policy

Returns and exchanges must be made within 30 days of receipt of order. If your exchange costs more than the original order, please submit additional payment with your request. A return form is printed on the bottom of the packing slip for your convenience. Just fill it out and return it with the item. Merchandise should be returned in resalable condition.

**Shipping and handling costs are not refundable.**

## Refunds for Overpayments

Overpayments of \$5 or more will be refunded automatically. Overpayments under \$5 will be refunded only upon written request.

## Our Guarantee

If anything you order from APTA fails to meet your expectations, please return it for an exchange or refund. (Shipping and handling costs are not refunded.)