

VIRGINIA DEPARTMENT of FIRE PROGRAMS

BOOKSTORE

Training Materials Shipping and Receiving

Ordering Procedures

Virginia Department of Fire Programs Bookstore
1005 Technology Park, Glen Allen, Virginia 23059
tel: 804/ 249-1976 • fax: 804/ 371-3334

Process and Procedures for Acquiring Needed Training Materials

Unquestionably, the very 'best' way to order materials from VDFP is via FAX or by our On-Line Store.

	How do I do that ?	 FAX to 804/ 371-3334
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To assure prompt receipt, orders need to be complete!

	What MUST be included ?	<p><u>Primary Information:</u></p> <ul style="list-style-type: none"> -- Your Name & Title (e.g., Mr., Ms., Chief...) -- Organization & FDID -- Reach Telephone Numbers (FAX + Home and / or Work) -- Full 'Ship To' Address (No P.O. Boxes) -- Billing Address /or/ "Same" <p><u>Item-by-Item details:</u></p> <ul style="list-style-type: none"> -- Quantity - 'each' is assumed UNLESS a Unit is specified ! -- VDFP Stock Number -- Title / Description of Goods
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Effective May 1, 2001 — Orders totaling \$25 or less (including S&H charges) must be pre-paid. We now accept credit cards (MasterCard, and Visa) Orders less than \$25 not accompanied by a check or money order will not be processed. Postage stamps cannot be accepted in lieu of cash. (Please be reminded that the transfer of U.S. currency - bills or coins- via U.S. mail is prohibited.)

All items in stock are shipped promptly !

	When can I expect to receive my order ?	<ul style="list-style-type: none"> -- For in-stock items allow <i>5-7 business days</i> -- For non-stocked & back ordered items the average is <i>2-4 calendar weeks</i>
	Is there anything I can do to move the process along ?	<ul style="list-style-type: none"> -- Probably the single most effective thing you can do is to <p style="text-align: center;"> Plan Ahead !</p> <ul style="list-style-type: none"> ... be sure to place your order with as much lead time as practical - see shipping intervals immediately above -- Type or clearly block print entries to your FAX'd order -- Make sure entries are complete & accurate

	How can I check on my order ?	Six (6) business days -- please, no earlier -- after receiving your confirmation you can FAX us an inquiry -or- if otherwise necessary you may leave a <i>Voice Mail</i> message at 804/ 249-1976
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	SHIPPING & HANDLING	Please note, shipping and handling charges are calculated at 9%. Book orders are non-taxable.
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