

Textbook Policies

- Please use the Shipping Information Form to list of all books being shipped to our bindery, including the ISBN for each title. This form must accompany each order. Books received without this information will be held until the customer can be reached and the requested information is provided.
- Production will begin once the schools inventory list has been reviewed and it is confirmed to match the actual books received.
- Purchase Order's are required and whenever possible should be placed in the box marked number one. If this is not possible, the P.O. may be emailed or faxed. (Please contact your customer service representative if a purchase order is not available).
- Standard production time is three weeks (not including shipping) from time of delivery. Please contact your San Val customer service representative to inquire about rush orders or the need to select a specific delivery date.
- Schools within the San Val Bindery Services specified delivery area may be entitled to free delivery and pick-up for orders of 75 books or more. Please contact your San Val customer service representative for details.
- San Val Bindery Services is pleased to offer a *Lifetime Guarantee* on all books bound or rebound by our bindery. The lifetime guarantee is specific to the binding of the book under normal wear-and-tear conditions.

Textbook Guidelines

- In order to reduce the possibility of books being damaged or lost during delivery to our bindery please always ship in durable boxes. Durable boxes include boxes supplied by a shipping service such as USPS or UPS or standard shipping boxes.
- Books that are considered to be unsuitable for binding will be returned or discarded based on the customer's request (please see the shipping information form for further information)
- All book pages are trimmed during the rebinding process to ensure a long lasting bind and restore the outer pages to a like-new appearance. This requires margins of $\frac{1}{8}$ from the text and $\frac{1}{4}$ from the spine. Books not meeting these specifications will be considered unsuitable for binding.
- In order to be acceptable for re-binding a book may not exceed a thickness of 3 inches.