



FAQs

What methods of payment do you accept?

We accept Visa, Master Card, and Discover. We can also arrange for COD (Cash on Delivery).

Do you offer Net 30 agreements?

Yes, buyers who order more than \$100 dollars per month and provide a valid seller's permit number are eligible for Net 30.

Can we submit special orders from our customers?

Yes, there is no minimum to buy, and we will even drop ship your order for you. We are currently developing a service contract that will allow sellers to create web stores without our physical inventory. Instead, you forward the orders to us, and we'll ship the order to your customer.

I received a damaged book in my last order, can I return it?

Yes, all sales are final and non-returnable, but if an item is defected, or deemed un-saleable, please contact us for a replacement, credit, or refund.

I was notified about an item out of stock, but it remains on the order form.

We apologize for any inconvenience. Inventory changes daily and we do our best to maintain accuracy. Before filling out an order form, please be sure to download the latest update at:

<http://www.dmd-sales.com/docs/dmdOrderForm.xls>

Or call: (310) 817-8010 x101 for item inquiries.

If an item is out of stock, how long will it be until the item is available again?

When items are out of stock, there is no estimate to when we will receive more. Some titles are a few years old, so they may run out of print. Feel free to contact us about titles you are looking for, and we will check our warehouse supply.

I have items currently on pre-order. When will they ship?

The advantage of coming direct to the publisher is that we receive copies of a new title before anyone else. However, some titles get delayed at the printer, so we require your patience. Depending on your preferences, pre-orders can ship separately as soon as they're available, or in combination with your next order.

PLEASE SEND ALL INQUIRIES AND ORDERS TO: dmdirect@emanga.com

FEEL FREE TO CONTACT US BY PHONE AT: (310) 817-8010 x101

OR YOU CAN SEND A FAX TO: (310) 817-8018

BUYER NAME: _____ CORPORATE TITLE: _____

BUSINESS NAME: _____

BILLING ADDRESS: _____

ADDRESS-2: _____ CITY: _____

STATE/PROVINCE: _____ ZIP: _____

COUNTRY: _____

PREFERRED SHIPPING METHOD: _____

CARRIER PICK-UP

SHIPPING ADDRESS: _____

SAME AS BILLING

ADDRESS-2: _____ CITY: _____

STATE/PROVINCE: _____ ZIP: _____

COUNTRY: _____

BUYER PHONE: _____

BUYER FAX: _____

E-MAIL: _____

A/P CONTACT: _____ CORPORATE TITLE: _____

E-MAIL: _____

EIN / VAT / SELLER'S PERMIT #: _____

STATE / PROVINCE: _____

CEO: _____ COO: _____

CFO: _____

TYPE OF BUSINESS:

WHOLESALE

RETAIL

E-COMMERCE

OPERATING AS:

CORPORATION

PARTNERSHIP

SOLE-PROPRIETORSHIP

PREFERRED METHOD OF PAYMENT:

CREDIT CARD

COD

PAYPAL

STORE WEBSITE: _____

After completing this form, please save and rename the file as "*companyName-date.pdf*".

Submit the document to:

- e-mail: dmidirect@emanga.com
- or fax: (310) 817-8018

You may submit an order along with this file, by using an updated Excel form that can be downloaded from our webpage.

<http://www.dmd-sales.com/docs/dmdOrderForm.xls>

Please let us know if you have any questions, problems, or concerns.

Thank you for considering our publisher's direct program.