



**BY MAIL:** Complete the order form and mail directly to AAVIM, 220 Smithonia Road, Winterville GA, 30683

**BY PHONE:** For your convenience, you may call toll free 1-800-228-4689. Collect calls will not be accepted. To avoid duplication of your order, please indicate "Telephone Order" on your written confirmation. Telephone orders will be shipped when order is accompanied by an authorized purchase order number, MasterCard/VISA/Discover/American Express number.

**BY FAX:** Fax your order to AAVIM at (706) 742-7005.

**OPEN ACCOUNTS:** Orders can be placed on open account when a valid purchase order is attached. Terms for open account are net 30 days and can commence only after a completed credit application is received and approved. It normally takes three to four weeks for credit approval (call or write for an application).

**PLEASE NOTE:** Credit will not be extended on new orders for any accounts that are more than fifteen days past due. Accounts that are thirty days past due will lose their open status.

**C.O.D. ORDERS:** Orders shipped C.O.D. will be sent to a business or school address only. No home addresses please. All orders will be shipped UPS. Orders returned to AAVIM as undeliverable will be billed the C.O.D. charge, shipping and handling to the billing address.

**FOREIGN ORDERS:** All foreign orders placed directly with AAVIM are processed on pro forma invoices. AAVIM will calculate the cost of your order, including shipping charges, and return a pro forma invoice to you. To complete your order, return the invoice with your payment to AAVIM.

**NOTE:** Payments must be made in U.S. monies and made payable through a U.S. Federal Reserve bank.

**ONLINE ORDERS:** Please note that AAVIM does not apply any discounts to orders placed on-line. Also, shipping and handling charges for on-line orders may differ from those for orders placed by other means.

**SHIPPING AND HANDLING:** Most AAVIM shipments are made by regular UPS (United Parcel Service). If another method of shipment is desired please specify when placing order. Orders may be subject to a handling fee.

-Minimum charge \$10.50

-Orders less than \$250.00 add 10% or minimum charge (whichever is greater)

-\$250.01 and up add 7%

-Foreign Orders see information above

**SPECIAL AIR SERVICE:** 2<sup>nd</sup> Day Air service and Next Day Air UPS service are available at additional cost. Call us for additional information.

**BACK ORDERS:** Our intent at AAVIM is to provide your complete order as quickly as possible. There are times, however, when an item may be temporarily out of stock. When this happens, your order will be processed as usual and we will send all ordered items that are in stock at that time. All our of stock ites will be placed on "back order" and will be sent to you as soon as they become available. Please note that normal shipping and handling charges apply to these supplemental shipments.

**RETURN/REVIEW POLICY:** AAVIM books, computer software and videos are not available for review prior to purchase.

Written authorization must be obtained from the AAVIM business office before returning materials for credit. Returned materials must be unmarked and received in resalable condition to receive credit. All returns must be shipped via UPS or other insurable methods. Credit will not be issued for lost or damaged shipments returned uninsured.

Authorized returns must be returned within 30 days from invoice date to receive 100% credit of subtotal. Returns received between 30 and 60 days of invoice date will receive 80% credit of subtotal. No credit will be given for returns received after 60 days of invoice date.

When returning materials for credit, please list the following on your return request:

1. Name, title and telephone number.
2. Customer account number.
3. AAVIM billing invoice number.
4. Customer purchase order number and date ordered.
5. Quantity, stock number and title of times(s) returned.
6. Reason for returning material.

Should you have questions about returns write to: AAVIM Business Office, 220 Smithonia Road. Winterville GA, 30683 or call (706) 742-5355.

**ORDERING INFORMATION**  
**Order By Fax: (706) 742-7005**