

Four Easy Ways to Place Your Order

ONLINE

calstore.cal.org

Visit the CAL Store online 24 hours a day, 7 days a week, and browse our complete collection of publications, assessments, and other resources designed to meet your needs.

PHONE

1.800.551.3709 (toll free)
Monday – Friday
9:00 a.m. – 5:00 p.m. Eastern Time*

FAX

1.888.700.3629 (toll free)

MAIL

Checks or Money Orders:

CAL Store
Center for Applied Linguistics
P.O. Box 630948
Baltimore, MD 21263-0948

Credit Cards:

CAL Store
Center for Applied Linguistics
4646 40th Street NW
Washington, DC 20016-1859

* Phone or fax orders received after 5:00 p.m. Eastern Time will be processed beginning the next business day. Items are generally shipped via UPS ground within two business days of receipt of the order.

Order information

PAYMENT

Purchases may be made using checks, money orders, credit cards, and purchase orders. When paying by purchase order, CAL must receive a copy of the purchase order prior to shipment. International orders must be prepaid in U.S. dollars by check, money order, MasterCard, VISA, Discover, or American Express.

CAL accepts the following credit cards:



MasterCard



VISA



Discover



American Express

DELIVERY CHARGES

Standard delivery: For the convenience and security of our customers, CAL uses United Parcel Service. Delivery charges are based on the total of your order. Standard delivery charges apply to items shipped within the continental United States and Canada, and include processing, packaging, and shipping costs.

Please visit calstore.cal.org for our current standard delivery charges.

Click on Shipping in the right-hand column.

Shipments directly from publisher: Some items will be shipped directly from the publisher and will incur no additional delivery charges for split shipment.

Special orders: For international orders, rush orders, or orders requiring special handling, additional charges may apply. Please email CAL at store@cal.org or call 1.800.551.3709 (Monday-Friday 9:00 a.m. – 5:00 p.m. Eastern Time) for information about delivery costs for special orders.

RETURNS

While all sales through the CAL Store are final, customer satisfaction is very important to us. If there is a problem with your order, please contact us immediately and we will do our best to resolve any issues you may have.

Prices and shipping charges are effective March 1, 2008, and are subject to change without notice.