

**RMA Purchasing Policy**  
**For Subscription Services and Bookstores**

- Products are not returnable. RMA will, however, exchange damaged items upon request. To do so, contact the RMA Customer Care representative via telephone, fax or e-mail (see information below). Damaged items are replaced at no cost and the original invoice will still be considered valid.
- Claims must be reported to RMA within 60 days. RMA can not insure an inventory beyond 12 months for RMA Journal issues.
  - **Ex: If you are claiming the March journal- You will have the whole month of March and the whole month of April to place your claim.**
- **Subscriptions are not back dated.**
- Freight will be charged on all orders regardless of quantity.
- ALL PRODUCTS ORDERED THROUGH SUBSCRIPTION AGENCIES/BOOKSTORES WILL BE CHARGED THE NON-MEMBER PRICE. RMA Members ordering through subscription agencies/bookstores will be charged non-member price. To get member price an RMA member must order directly with RMA (phone, fax, mail, e-mail, online).
- All payments must be received within 30 days. If payment by check is received with the order and it differs from the cost of the publication the check will be returned with information indicating the correct price. The order will be processed upon receipt of the correct payment.
- All sales are **FINAL**. RMA does not accept overstock for returns, credits, or buy back.
- Sales tax is charged based on shipment destination regardless of billing address.
- All rush orders must be prepaid with a credit card. Additional rush charges will be added to the total of the order.
- Quantity Discount Schedule (for products other than *The RMA Journal*):

1-10 copies	0%	25-49 copies	10%
11-24 copies	5%	50-99 copies	15%
- Quantity discounts are only available for shipments to one address.
- **Single issues of the journal, if available are \$45.00 each plus shipping and handling.**
- Current non-member *RMA Journal* subscription prices\* for one year are:

USA - \$110.00	Outside the USA - \$165.00
----------------	----------------------------

RMA's Subscription Agency/Bookstore Representative is Cheryl Dougherty. She can be reached at (215) 446-4012, cdougherty@rmahq.org, or via fax at (215) 446-4100.