



4 Ways to Order

By Phone:

AORN Customer Service
(800) 755-2676 or (303) 755-6304, ext. 1
Monday – Friday, 7 AM – 4:30 PM
Mountain Standard Time

Purchase Orders cannot be placed by phone

By Fax:

(800) 847-0045 or (303) 750-3212

By Mail:

AORN
Attn: Customer Service/Book Orders
2170 South Parker Road, Suite 300
Denver, CO 80231-5711 USA

Online:

<http://www.aornbookstore.org>

Purchase Orders cannot be placed online

Three ways to pay

- By check or money order made payable to AORN, Inc.
- By VISA, MasterCard, or American Express
- By authorized PO, and AORN will bill you (\$100 minimum purchase)
Sorry, we cannot accept PO's for education conferences or services

Discounts

- AORN members receive a discount on all titles published by AORN. Please reference member ID number on the order form.

International orders

- Non-USA orders being paid by check must be on a bank draft in US dollars drawn from a bank with a US affiliate.
- Shipping prices vary. See <http://www.USPS.com> for estimated shipping.

Shipping & handling

UPS Ground (5-7 days): \$5.95 for the first item and \$0.95 for each additional.
Expedited shipping is available. Please contact AORN Customer Service for pricing.
A physical address is needed, as UPS cannot ship to Post Office boxes.

Sales Tax

- Purchase Orders – CO, TX
- Check Orders – CO, TX
- Online Orders – PA, CA
- Credit Card Orders – PA, CA

Note

Prices are subject to change without notice



Billing Address

6-digit member ID#: _____ Name: _____
 Organization: _____
 Address: _____
 Address 2: _____
 City: _____ State/Province: _____
 Zip/Mail Code: _____ Country: _____
 Daytime telephone: _____
 E-Mail: _____

Shipping Address

6-digit member ID#: _____ Name: _____
 Organization: _____
 Address: _____
 Address 2: _____
 City: _____ State/Province: _____
 Zip/Mail Code: _____ Country: _____
 Daytime telephone: _____
 E-Mail: _____

Method of Payment

Check or money order made payable to AORN, Inc.
 Bill me (for orders of \$100 or more with authorized PO).
Sorry, we cannot accept PO's for education conferences or services.
 Charge to my Visa MasterCard American Express
 Card Number: _____ Expiration Date: _____
 Cardholder: _____
 Signature: _____

Product Code	Title or Description of Item	Quantity Ordered	Price	Amount
Subtotal				
Shipping & Handling				
Tax (PA,CA, CO,TX)				
Total Amount Due				



Return policy

- Claims for incorrect merchandise must be received by AORN/Rittenhouse within 90 days of receipt of order. Claims for undelivered orders must be received by AORN/Rittenhouse within 90 days of order placement.
- Books may be returned, unmarked and in salable condition, within 30 days of receipt.
- Videos, brochures, and sale items are not returnable.
- All returns **Must** include a copy of the original packing slip or invoice.
- Send to:

Rittenhouse Book Distributors, Inc.
Attn: AORN Warehousing
511 Feheley Drive
King of Prussia, PA 19406