

NORTHCOUNTRY DISTRIBUTORS

The Cadence Building,
Redwood, New York
13679 U.S.A.

tel: 315-287-2852 fax: 315-287-2860
email: info@ncdsales.com
for orders: orders@ncdsales.com
www.ncdsales.com

PLEASE NOTE: We will have reduced staff in our offices on Fridays. Please submit your orders by 1 p.m. on Thursdays to ensure shipment before the weekend.

LABEL LISTING: LPS / BOOKS / VIDEOS

- On orders that total less than 20 items we reserve the right to charge a \$5 service fee.
- 10% return up to six months with Return Authorization (call for return authorization amount).
- Accounts that have been inactive for six months will be made Inactive: web access will be revoked and you will no longer receive the monthly New Release Sheets.
- We accept DISCOVER, VISA, and MASTERCARD
- If you wish to have your orders shrink-wrapped, please specify so with each order.
- Items marked with an asterisk (*) are low-in-stock.
- Items highlighted in gray are new listings.

An IMPORTANT NOTE: This printed list is not going to be as current as the listings in the SEARCH ENGINE (www.ncdsales.com), which is always more up to date with regard to availability. If an item is listed here but not in our SEARCH ENGINE — then it is no longer available. For this reason we would encourage you to make orders using our on-line search and order system for both accuracy and completeness.

-Thank you.

note the revised

NorthCountry Distributors Returns Policy

10% of the past 6 months' purchases. For example: purchase \$6,000 worth of product in the past 6 months running and you can return \$600 worth of product.

Returns should be sorted by the **original invoice number** of purchase. Band together all items from a single invoice. Returns without invoice numbers will be assessed a 5% service fee.

Defective product: note the problem with the product.

Returns should be **items distributed by NCD**. You can consult the online search system or catalogs to see if we currently distribute the product. Note: Distributed labels can change overnight as there are labels that give us short notice of changes or whose business practices are such that we drop them. Items no longer distributed may be accommodated by us in some way or returned back to you.

Credit will be calculated and posted to your account ASAP and will be used against any future or past invoices.