



Author/Illustrator Appearances Information

Thank you for booking an event with a Candlewick Press author or illustrator! I want to help ensure a smooth and successful event, so please don't hesitate to contact me if you have any questions. You can reach me at **617-588-4510**(phone), **617-623-4910** (fax), or e-mail me at stephanie.pando@candlewick.com. I can send you digital images of book covers, a list of available titles, author/illustrator photographs, and promotional materials (if we have any).

To follow is information on how to order books for your event.

- Event orders are assigned a 40% discount off the cover price
- Orders must be prepaid with a credit card (refunds for returns will be made to the card)
- Regular shipping is free (though you will be charged if expedited shipping is necessary) and the books are fully returnable.
- You are responsible for all return shipping charges. If you think you may need to return books, you will want to copy your packing slip to include with the return shipment.

When you are ready to place the order (usually about 3-4 weeks prior to the event) simply contact the Customer Service Department of our distributor, Penguin Random House, at **800-733-3000**, letting them know this is for an author event. Penguin Random House will charge sales tax unless they are provided with the required tax exemption documentation.

They will need the following information:

- The title, ISBN, and number of books you would like to order
- Where you would like them to be shipped (including a contact name and phone number)
- Date of the event or date you need the books
- Credit card information including the billing address
- Your tax exempt certificate will need to be faxed to them; the person working on your order will give you the fax number.
- If you'd like the order to be placed under a specific PO# please be sure to specify, otherwise a PO # will be assigned to you.

You will receive an invoice along with the shipment (it is the same as the packing slip).

If you plan to order books with our warehouse for future events, we urge you to set up an account so that you can order directly from PRH.