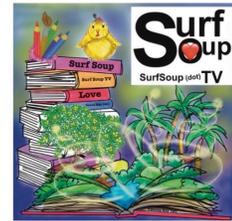




**School & Library  
Author/Illustrator/Animator  
Donna Kay Lau  
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## **Author Appearance Book Ordering Information**

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### **Ordering Details**

Book orders for author/illustrator appearances receive a 50% discount (Off Suggested Retail Price-Quoted by Donna Kay Lau) and School or Library pays for the standard cost of shipping. The books are fully returnable and payment is only required for a book sold during the author's appearance for any rush orders you will be charged extra shipping. We strongly encourage you to place your order at least 6 to 8 weeks in advance. If books are sold out at event School & Library can purchase additional books placed within one week of event.

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### **To Order Books for School & Library Visits**

Connect with Donna Kay Lau/K12 Representative at Donna Kay Lau Studios Art is On! In ProDUCKtions Ink, [surfsoup@me.com](mailto:surfsoup@me.com) or [info@Surfsoup.tv](mailto:info@Surfsoup.tv)

When ordering, please provide the following information appearance date desired arrival date shipping address, billing name, and address or account number if you already have an account and contact name and phone number titles

of books quantities for each title ISBN for each title and any special instructions.

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## To Pay for Books

You may pre-pay the order by providing credit card details, or if time permits, paid by check if you are unable to prepay, we will establish an account for your school or library to establish an account. We require all the information above submitted to us as on the document with the school library, letterhead, as well as a copy of your tax-exempt certificate, we are required to charge a sales tax of no certificate is received.

Checks are preferred at this time.

Checks payable to: Donna Kay Lau Studios Art is On! In ProDUCKtions Ink, or Surf Soup TV.

PayPal: Spinspaz@hotmail.com

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## Order Tracking

If books have not arrived 10 working days before you need my date, do not call PGI author appearances. Contact your K-12 representative for schools or call customer service for the library. Please be sure to have your purchase order and date of the order on hand when making the call.

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## Returning Books

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Unsold books are returnable, provided they are in good condition. Sign books are returnable provided. They are not dated or personalized you must pay for return postage and books should be sent with a copy of the original packing slip or a packing slip supplying your organizations name and account number and marked author appearance return if you return books via the US Postal Service, please ensure the package is padded so that you have a receipt a credit memo will be issued to your account upon receipt of your return. Please allow at least three weeks for credits to be issued no cash refund, only credit towards new purchase so order carefully (a form letter to parents/students is available for accounting purposes).

Send to: Surf Soup C/O Donna Kay Lau P.O. Box 93662, City of Industry, California 91715