

NEW TEXTBOOK PREPARATION GUIDELINES

Rebinding is still the best way to get the most out of your school district's budget. We are always striving to serve our customers more effectively. Following these instructions will help us process your order more effectively.

- Please notify us in early April that you are expecting Houchen Bindery to rebind your books over the summer. All orders must be received by June 25th to guarantee that they will be returned by the start of school.
- Depending on location, you may be asked to ship orders of less than 100 books.
- Textbooks will be bound using PUR or Double Fan Adhesive Binding with our state of the art Ultrabind. Our policy is to rebind textbooks with "T4C" (graphic) covers when there are five or more books of the same title. For sets smaller than five, plain covers will be used and will have the title printed on the spine.
- Please pack textbooks in boxes of 50 lbs. or less. If you can't lift it, we can't either. Please do not remove the covers from books prior to sending them in. If they are missing covers already, we can work with that, but it may be helpful to us to have the covers.
- Boxes must be accompanied by a textbook count sheet and a purchase order. If you need boxes, we can provide them for you at a reasonable rate.
- Please have separate purchase orders for textbooks and library books, and box library books separately. Library books may be held until all textbooks have processed to ensure all schools receive textbooks back in time for school to start. Please be patient with the delivery of your school library books. For a quicker turn around for your library books, consider sending them during the school year when we have a 30-day turnaround available.
- Mark on the boxes school district, school name, and number of boxes (1 of 5, 2 of 5, etc).
- Ensuring accuracy of your order is very important to us. This is one of the reasons we ask our textbook customers to include a count sheet with their orders. In our production process, order and title quantities are counted by a team member a minimum of three times, and then a final count is done before orders are packaged for delivery. In the event of a counting discrepancy between our records and the customers, we try to contact the customer and inform them when the discrepancy is five or greater. Due to summer schedules, this sometimes is not an easy task. We will contact the customer if the discrepancy is greater than five books. Any discrepancies under five books will be processed and billed accordingly without making contact with school.
- The count made at the bindery during processing will be considered the official count. No exceptions. If a book is damaged in the binding process, we will consider the replacement value to equal up to three times the binding cost.

If you have any questions, please call our general office at (800) 869-0420. We will be happy to help with any questions or concerns you may have.