



# OCP TRADE POLICY

*This Trade Policy takes effect on May 24, 2011 and supersedes earlier versions of the policy.*

## **OCP handles the following trade lines:**

OCP Publications | Oregon Catholic Press | spiritandsong.com | Pastoral Press | Trinitas

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### **Credit Approval**

To become an OCP reseller, a completed credit application must be submitted. However, acceptance as a reseller does not guarantee the extension of credit.

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### **Credit Terms**

Credit terms are net 30 days from date of invoice. Please call your OCP Trade Account Specialist for details. Invoices are dated on the shipment date and are normally mailed the business day following shipment. OCP reserves the right to withhold shipment if an account has past-due balances and require prepayment if the order would cause the account's credit limit to be exceeded.

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### **Payments**

All payments must be received in U.S. dollars. Please include the remittance portion of the invoice or the Customer Account Number as well as the invoice numbers you wish to pay to assure proper payment application. Foreign Accounts: please send an international money order or a check drawn on a United States bank. Payments may also be made using any major credit card. Please ask your OCP Trade Account Specialist for Electronic Funds Transfer (EFT) Information.

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### **Discount Schedule**

The standard discount for dealers is 40% with the following exceptions:

- 1) Orders under \$50.00 dealer cost will receive a 20% discount.
- 2) OCP is unable to sell subscription and certain other proprietary items through resellers.
- 3) Short discount items are marked with a # (pound) symbol in the catalog.
- 4) Hymnals are not eligible for discounts during the first year of publication and are only eligible for short discounts thereafter.

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### **Shipping**

Shipments are made by the most economical and reliable means available. Shipments are F.O.B. shipping point unless otherwise noted. Shipping charges will be included on the invoice. Same-day shipping requests must be received by 12 p.m. Pacific Time and may require expedited shipping methods. Drop shipment service may be available. Consult your OCP Trade Account Specialist for further details.

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### **Trade Returns**

#### ***Satisfaction Guaranteed***

OCP stands behind the quality of its merchandise. If you are not completely satisfied with your OCP purchase, please contact us and we will do whatever we can to make it right.

#### ***Returnable Items***

The following merchandise may be returned:

- Defective merchandise
- Merchandise sent in error
- Unused/unopened and current merchandise in re-sellable condition

#### ***Steps for Returning Merchandise***

1. Contact your OCP Trade Account Specialist at 1-888-260-7206 to confirm eligibility status and request a return authorization.
2. Enclose a copy of the invoice(s) for all merchandise being returned to ensure proper credit to your account. Make sure your account number appears on the invoice copies. (Please do not enclose orders or payments with returns.)
3. Pack returns carefully to ensure undamaged transport.

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**Ship returns prepaid by traceable means to:**

OCP Returns Department  
RA # \_\_\_\_\_  
5536 NE Hassalo Street  
Portland, OR 97213-3638

**Conditions**

- Return authorization from OCP is required for all returns.
- Notify your OCP Trade Account Specialist before making any merchandise return.
- Stock must be held for a minimum of 90 days and returned within one year.
- Returned merchandise must be in re-sellable condition (determined at OCP's discretion.)
- Merchandise must be free from marks, stickers, labels and wear.
- Seasonal/dated items are not returnable.
- A 10% restocking fee may be charged on all overstock returns without a matching order of equal or greater value.
- Credit will not be given for items lost during return.
- Policy applies only to physical merchandise—online subscriptions, downloadable sheet music and MP3s are excluded.
- OCP will refund original purchase price.

**Merchandise Damaged in Transit**

OCP is not responsible for merchandise damaged in transit.  
Keep the merchandise with the box and packaging and notify the carrier of the problem.

**Defective Merchandise**

For immediate replacement of defective materials or product shipped in error,  
please notify your OCP Trade Account Specialist at 1-888-260-7206.

**Demonstration Copies**

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OCP makes available to its stores one demonstration copy of any compact disc for \$4.00. One demonstration copy of each title is offered to each outlet. Demonstration copies are not for sale and are not returnable.

**Backorders**

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When an order is placed, your OCP Trade Account Specialist will inform you of any items that are out of stock. Orders invoiced with backordered items will show a quantity in the "Ordered" column and a "0" in the "Shipped" column. If you do not want to receive backordered items, please inform your Trade Account Specialist at the time you place your order or make a note on your written order. If you wish to receive backordered items, we will ship the items immediately when the inventory becomes available. No additional shipping will be charged on these backordered items.

**Special Events**

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Workshops, conventions and similar events offer special opportunities to stores. OCP invites stores to order sufficient quantities of OCP products to serve those attending special events in the area. OCP can also help you plan a workshop, reading session or CD release party. OCP is frequently an exhibitor at national conventions and regional events. Local Bookstores are invited to purchase merchandise at their standard discount rate and avoid shipping costs on the on the last day of these events. Experts in liturgy, music, sacraments, Christian youth and adult education are available. Contact our Events Department at 1-877-271-3786 for more information.

These opportunities are available to all stores in good standing and may take place at the request of the store.

**Contact Information**

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OCP encourages communication from its stores. Toll-free numbers are available to make it easy to reach us. Please feel free to use them.

**Trade Account Services**

Hours: 7: 45 a.m. to 4: 15 p.m. Pacific Time  
Phone: 1-888-260-7206  
Fax: 1-800-843-8181  
By Mail: 5536 NE Hassalo, Portland, OR 97213  
E-Mail: retail@ocp.org  
Web: ocp.org

**Credit Services**

Phone: 503/460-5352  
Fax: 503/946-7952  
E-Mail: creditservices@ocp.org