

Baker & Taylor

**Firm Order Print and Continuation Service Terms and Conditions of Sale Alternate C
Books & Non-Print Library Materials & Related Anc**

| Product Category | Category Definition (a) | Price Indicator |
|------------------|--|--|
| I. | Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio) | 0 - (zero) (Hardcover Trade Editions) C - (Hardcover Computer Books) |
| II. | Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction) | J |
| III. | Adult Quality Paperback Editions (Popular Fiction & Non-Fiction) | B - (Paperback Trade Editions) C - (Paperback Computer Books) |
| IV. | Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction) | G |
| V. | Mass Market Paperback Editions | P |
| VI. | Single Edition Reinforced (Juvenile) | R |
| VII. | Publisher's Library Edition (Juvenile) | Z |
| VIII. | University Press Trade Editions (may be of any binding and include some spoken word audio) | A |
| IX. | Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio) | S/X/N/Q - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/8 - (Professional Medical Titles) |
| X. | Imported English and Non-English Language Editions | F/K/3 |
| XI. | Enhanced Service Program | Y |
| XII. | Spoken Word Audio | H |
| XIII. | Board Books | I |
| XIV. | Novelty Items/Activity Books | I |
| XV. | Special Programs, such as: - PawPrints Editions - Turtleback Editions - Playaway Audio Editions | D E All Playaway Audio editions eContent |

- (a) Please see Attachment B for full category definitions, which are attached hereto and incorporated herein by reference.
 (b) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or pu
 (c) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles wh
 (d) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers who
tinued on the following page)

Music Audio / Video Products

| Price Indicator | Definition | Discount |
|-----------------|---------------|----------|
| 9 | DVD / Blu-ray | 27.5% |

| | | |
|---|--------------------|-------|
| 2 | Music Compact Disc | 25.0% |
| | Playaway View | 5.0 % |

List prices are manufacturer's suggested list prices, where available. In instances where no list price is supplied by

E-Content Services

Baker & Taylor provides e-content from a variety of e-content providers. Libraries purchasing a license for any e-b
This service is available for library-lending environments only. Gale or EBSCO e-content will require a pl

Public Library

(based on Annual Circulation)

| | |
|-------------------|------------|
| 0-250,000 | \$250.00 |
| 250,001-2,000,000 | \$1,000.00 |
| 2,000,001 or More | \$2,500.00 |

Academic Library

(based on Full Time Enrollment)

| | |
|----------------|----------|
| 0-15,000 | \$100.00 |
| 15,001-30,000 | \$250.00 |
| 30,001 or More | \$500.00 |

2 of 3 (Continued on the following page)

Also, please note that:

- Publisher's list price is subject to change without notice.
- Except where otherwise noted, book discounts are applied to current publisher's list price at the time of shipment.
- Baker & Taylor reserves the sole right to be the final determinant of product categories, category definitions and
- Titles are categorized by Baker & Taylor for pricing purposes by considering the binding, general marketing categories
- Product categories, category definitions and price indicators are subject to change at Baker & Taylor's sole c
- For domestic titles where no publisher list price is assigned by the publisher, Baker & Taylor will assign such titles a pric
- For imported titles where no publisher list price is assigned by the publisher for the U.S. market, Baker & Taylor will ass
- For PawPrints editions, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker
- Titles of limited demand or from small or specialty publishers generally are included in Product Category IX or Pro
- The discount terms and conditions in this Attachment A do not apply to Baker & Taylor's Continuation Services or Appri
- Baker & Taylor provides an invoice that identifies the publisher's current list price, the discount offered, and the exact p

Cataloging / Processing Services

| Service | Amount Charged | Description |
|---|------------------|--|
| Catalog Kits | \$ 0.99 / unit | Spine label, pocket and pocket card, and card set |
| Cataloging & Processing (including shelf-ready books) | \$ 1.19 / unit | Mylar jacket, spine label, book pocket, borrower's card |
| Machine Readable Cataloging (MARC) Records | \$ 0.25 / record | MARC available for any book title with an existing record database |
| Customized Reports | (1) | (1) Custom reporting is available beginning at \$ 5.00 per report |
| Bibliographic Records | \$ 0.25 / record | MARC available for any book title with an existing record database |

| | | |
|------------------------------|-----------------|--|
| Security Tape | \$ 0.50 / unit | 3-M strips or standard CheckPoint devices; does not in |
| Barcode Label | \$ 0.15 / label | Printed, sequential barcodes for book material |
| Other: Catalog Card Set | \$ 0.75 / unit | Shelflist card, 2 main entry cards, title card |
| Other: Attached Mylar Jacket | \$ 0.65 / unit | |
| Other: Loose Mylar Jacket | \$ 0.60 / unit | |
| Other: Book Pocket and Card | \$ 0.25 / unit | |
| Other: Spine Label | \$ 0.15 / label | |

Additional Information

| | | |
|---|-----------------|---|
| Ownership Label | \$0.15 / label | |
| Laminate Cover for Reinforcement of Paperback Cover | \$ 1.95 / unit | |
| Spoken Word Audio Case with Cut Publisher Artwork | \$ 3.99 / unit | |
| Digital Media Processing (DMP) for DVD/Blu-ray/Music CD | \$ 1.69 / unit | Includes removal of security and shrinkwrap, digitally s and 2 embedded labels. Additional embedded labels c label. |
| DCD-2 Theft Detection | \$ 1.50 / label | |

Attachment B Category Definitions

- I. Adult Trade Hardcover Editions (0, C)** *(may include some spoken word audio materials)*
High demand materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal.
- II. Juvenile Trade Hardcover Editions (J)**
High demand, juvenile materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal.
- III. Adult Quality Paperback Editions (B, C)**
High demand paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets.
- IV. Juvenile Quality Paperback Editions (G)**
High demand, juvenile paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets.
- V. Mass Market Paperback Editions (P)**
A standard rack size paperback typically found in bookstores or other retail outlets. An example of a mass market paperback would be: The City of Ember by Jeanne DuPrau.
- VI. Single Edition Reinforced (R)**
A high quality binding designed to provide a long shelf life in a heavy use environment. Although the binding is fanned and glued it may not be sewn, which is a characteristic of this type of binding.
- VII. Publisher Library Editions (Z)**
Fiction as well as non-fiction materials appealing to both juveniles and adults, designed with the rugged durability required of the environment typically found in libraries.
- VIII. University Press Trade Editions (A)** *(may include some spoken word audio materials)*
This category would include any University Press Trade Editions, both adult and juvenile, and are subject to publisher reclassification. An example of a university press title would be: The Merck Index, ISBN: 9781849736701, Strategies That Work, ISBN: 9781571104816, Beauty and the Beast by Disney.
- IX. Text, Technical, Reference, Small Press, and/or Titles of Limited Demand (S, X, N, O, L, M, V, T, U, W, Letter O, 1, 4, 5, 6, 7, 8)**
Category of materials includes, but is not limited to, text, technical, reference, professional medical, small press, and some university press titles (excluding U). It includes individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status. Examples within this category would be: The Merck Index, ISBN: 9781849736701, Strategies That Work, ISBN: 9781571104816, Beauty and the Beast by Disney.
- X. Imported English and Non-English Language Editions (F,K,3)**
Titles produced and distributed outside of the domestic US. These titles may be of any binding type and represent various publishers. An example would be: The City of Ember by Jeanne DuPrau.
- XI. Enhanced Service Program Titles (Y)**
This category includes materials where Baker & Taylor receives no discount from the publisher, or prepayment is required by the publisher, or publishers who do not participate in the program.
- XII. Spoken Word Audio (H)**
Materials designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles can be either fiction or current non-fiction.
- XIII. Board Books (I)**
Durable materials from widely distributed domestic publishers designed for young children; pages are manufactured of heavy gauge cardboard to prevent tearing.
- XIV. Novelty Items/Activity Books (I)**
Specially packaged gift set or novelty item related to a book product or attached as an accessory to a book product. These items would include a book with a special feature or a book with a special theme.

XV. Special Programs (D and E as indicated in Attachment A)

Programs, formats, or editions offered only by Baker & Taylor or not included in any other category. These programs include but may not be limited to Pawl

Enhanced Services Program

(optional program; Book and Spoken Word Audio Products

Baker & Taylor is pleased to provide a service that will save your library time and money when procuring titles fr Baker & Taylor's Enhanced Services Program (ESP) provides the library with access to millions of active book titles The ESP program builds on Baker & Taylor's already outstanding publisher relations by:

- Expanding our vendor relations team responsible for the follow-up of all publisher orders, improving
- Widening our publisher base to include hundreds of small non-commercial publishers formerly consid
- Increasing our reporting capabilities by providing order status reports for 100% of all titles not yet publish

In order to provide these enhanced title acquisition services, Baker & Taylor will apply a service charge to qualifyin As a convenience to the library, B&T can exclude these titles from all orders by adjusting the library's account prof

Institutional Returns Policy

The following guidelines are required to ensure prompt handling of your return. All product returns (**exclu**
How to Obtain Return Authorization

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Cus

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form
 - B. Your account number and ATS# from the shipment's packing list (located mid-page under the Ret
 - C. Reason for the claim/return
 - D. Action being requested -
 1. Replacement of product
 2. Credit to your account; no replacement product necessary
2. Your Customer Service Representative will assign your return an authorization number (RTA#). To expedite
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor may be returned with authorization within***

45 days of the product's date of invoice. Product(s) meeting the definition of Publisher defective

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged product(s), pleas

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. ***All claims***

INTERNATIONAL CUSTOMERS ONLY: For information on making returns of damaged, defective, or incorr

All returns should be sent to:

Returns Center Department R

irch Road Commerce, GA 30599

Library & Education Account Audio/Video Product Returns Policy

The following guidelines are required to ensure the prompt handling of your Audio / Video (AV) returns; Music CD, DVD and Blu-ray product. All AV product returns (**excluding DVD lease return product - please contact AV Customer Service for separa**

How to Obtain Return Authorization

Contact your AV Customer Service Representative for return authorization numbers. ***All claims must be made within 45 days of invoice date.***

1. When calling for return authorization, please have the following information available:
 - A. Your account number and invoice #s
 - B. Reason for the claim/return
 - C. Action being requested -
 1. Replacement of product (defective return will receive a replacement of the same title)
 2. Credit to your account; no replacement product necessary for mis-ships
 3. Overstock return credit requires Customer Service Mgr and Sales Mgr approval
2. Your AV Customer Service Representative will assign your return an authorization number (RA#). To expedite the process, please provide the RA# when calling.
3. Ship your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor require an authorization to be returned. Product should be returned within 15 days of invoice date.***

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged Audio/Video product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the carrier's attention. **CLAIMING SHORTAGES:** Please check your packing list or invoice before claiming shortages. ***All claims must be made within 15 days from the product's invoice date.*** Please ensure you have received all cartons of a shipment prior to signing the bill of lading. All returns with RA# should be sent promptly to:

**Baker & Taylor Returns Center Dept. R
251 Mt. Olive Church Road Commerce, GA 30599**

Questions? Contact your B&T
AV Customer Service Rep (800.775-1700)

Email via AVInfo@Baker-Taylor.com or
LibraryA/Vcustomerservice@baker-taylor.com
Baker & Taylor A/V Sales 800-775-1700

Contract Source (ACS) – No. 55101500-ACS-17-1
Library Services

| Discount | |
|---|---|
| 1 Copy/title: 42.5% 2-4 Copies/title: 43.1% 5+ Copies/title: 44.0% | |
| Please see Category I. | |
| 1 Copy/title: 35.0% 2-4 Copies/title: 40.1% 5+ Copies/title: 41.2% | |
| Please see Category III. | |
| Please see Category III. | |
| 20.0% | |
| 20.0% | |
| 35.0 % | |
| S = 7.5 % X = 7.5 % N = 7.5 % Q = 7.5 % L = 7.5 % (b)(c) 7 =Category I(c) M = 7.5 % (b)(c) 1=CategoryIII(c) T = 7.5 % U = 7.5 % V = 7.5 % W = 7.5 % | 4 = 7.5 % Letter O = 7.5 % 5 = 7.5 % 6 = 7.5 % 8 = 7.5 % |
| 0.0 % | |
| 0.0 % plus \$4.95/unit (d) | |
| 45.0% | |
| 42.5 % | |
| 42.5 % | |
| D = 10.0 % E = 28.0 % 15.0 % 0.0 % | |

Materials produced for TextStream print-on-demand services may fall into any category.
 Publisher of origin.
 Titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 months) or titles which have limited demand and/or non-commercial publishers will be invoiced at list price plus

/ the manufacturer, a list price will be assigned by Baker & Taylor.

book or e-audio edition must utilize a content provider hosted platform to allow
platform provided by these firms, respectively. Baker & Taylor also offers a pl

price indicators. The discounts vary based on this determination.
s, demand for certain titles, preferred stock status, cost of acquisition, cost of distributi
discretion, without notice, based upon the above-described factors for categorizing title
ce in its electronic catalog which is based upon Baker & Taylor’s estimate of market cor
sign such titles a U.S. dollar price in its electronic catalog which is based upon Baker &
& Taylor’s estimate of market conditions.
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price charged for each title ordered.

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 d other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four maj
 oy Jeanne Duprau, ISBN: 9780375822742.

is typically found in the publisher library edition. Subject content can include both fictional and non-fiction worl
 d in a library setting. Publisher Library Editions are traditionally of the highest quality, usually fanned, sewn and
 :rsity press trade edition would be: Alexander McQueen: Savage Beauty by Andrew Bolton, ISBN: 9780300161

University Press Trade Editions). It includes titles purchased from publishers on a non-returnable basis, those pr
 ck status, but have limited demand (calculated over a rolling 12 month period). Additionally, any publisher whic
 SBN: 9781566563871, Generals of the Bulque: Leadership in the U.S. Army's Greatest Battle ISBN 97808117111

: El Ance! Caido by Nalini Singh, ISBN 9788490625224.

ich have restrictions on returns, or books of small or non-commercial publishers with limited sales volume basec
 on-fiction. An example of a spoken word audio edition would be: The Complete Sherlock Holmes by Sir Arthur C
 aring. These editions typically feature few pages, simple themes and colorful illustrations or photographs. An e
 toy, rag books, washable cloth books, books with accessories or kits, electronic sound books, sticker books, tra

Prints and Turtleback editions. Examples of items in this category would be: Clifford's Valentines Day by Norma

5)

from small and hard to find publishers. By utilizing B&T's vast publisher
s representing over 75,000 imprints. This breadth of coverage is greater than

the speed of delivery of all titles to the library;
lered apply direct by the book industry; and
ned, and by supplying anticipated publication release dates for all out-of-stc
ig titles. Material where Baker & Taylor receives no discount from the publi
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iding **Book Leasing programs**) require prior authorization from a
stomer Service Representative for return authorization. ***All claims must***

turn Authorization Form explanation)

ie the process, please clearly mark the RTA# on the Return Authorization Form

æ may be returned with prior authorization within six months of the pro
ie hold the product(s) and save the carton for Carrier inspection. If the damag
s ***must be made within 45 days from the product's invoice date.*** P
rect products, please contact your local International Sales Office or our

te return procedures for your **DVD Lease program product**) require prior return authorizatio

process, please clearly mark the RA# on the outside of the carton in the upper right c

and within seven days of invoice date; must be returned within 45 days of the

to the Carrier's attention and note it on the Bill of Lading. Then, contact your **Baker**

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ing for receipt from the Carrier. Cartons you have signed for as received from the Ca

1th period). These titles may be of any binding type or publisher of origin.
\$4.95/unit service charge.

v delivery of and patron access to e-books.

atform, Axis 360. Annual hosting fees for Axis 360 are listed below:

on, and the size or type of publisher, as well as factors related to relationships with publishers such as shipping terms, pa
is.

rditions.

Taylor's estimate of market conditions.

notional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly s
isher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (i
ouses). An example of a quality paperback would be: The Boys in the Boat by Daniel Brown, ISBN 9780143125471.

for warehouses). An example of a quality paperback would be: Tuck Everlasting by Natalie Babbitt, ISBN: 9780312369811.

ks appealing to juveniles as well as adults. These bindings are identified by the publisher to Baker & Taylor. An example of a single edition reinforced binding would b
glued to provide the greatest possible shelf life of any binding. These bindings are identified by the publisher to Baker & Taylor. An example of a publisher library edi
9782.

ublishers that extend little discount to Baker & Taylor, and publishers whose titles have limited sales volume based upon a semi-annual review.
h is not in compliance with some of Baker & Taylor's purchasing requirements could be in this category. Materials in this category are both adult and juvenile, may be
999, Frankie Works the Night Shift, ISBN 9780060090951, and Floods, ISBN 9781624030031

d upon a semi-annual review. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this cate
Jonan Doyle ISBN: 9781491542286.

xample of a board book would be: Runaway Bunny by Margaret Wise Brown, ISBN: 9780061074295.

cing books or coloring books. This category also includes any non-book merchandise such as model kits, hobby kits, flash cards or jigsaw puzzles. An example of an i

an Bridwell, ISBN 9781435201736 (PawPrints prebound edition) and Junie B. Jones is Captain Field Day by Barbara Park, ISBN 9780613337670 (Turtleback prebound

and title database, the library can purchase a wide variety of low demand and small print run titles from associa that of any other book industry wholesaler.

ock items.

sher, or where prepayment is required by the publisher, or publishers whose titles have limited demand, and/ information.

Customer Service Representative. ***You may contact your appropriate representative via the toll-free number be made within 45 days from the date of invoice.***

n and on the outside of the carton in the upper right corner from the shipping label.

duct's date of invoice. Products purchased with value-added processing services which have been shipped as orde e is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact you 'lease ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you International Customer Service Department (internationallibrarycustomerservice@baker-taylor.com). You may als

n from an AV Customer Service Representative. ***Please contact your AV Customer Service Rep at 800-775-1700.***

corner from the shipping label and on inserted documents.

product's invoice date. Product(s) meeting the definition of a Manufacturer's defective may be returned with a prio

& Taylor AV Customer Service Rep via the toll-free number above.

rier are not claimable as shortages from Baker & Taylor.

ayment terms, publisher's discount, returnability to publishers and other factors.

stocked in three to four major warehouses). An example of a trade edition would be: 14th Deadly Sin by James Patterson, ISBN: 9780316404021.

regularly stocked in three to four major warehouses). An example of a trade edition would be: Are You Ready to Play Outside by Mo Willems, ISBN: 978

ie: Because of Winn Dixie by Kate DiCamillo, ISBN 9780763650070.

ition would be: Curious George Visits the Library by Margaret Rey, ISBN: 9781599614199.

of any binding and may include some spoken word audio materials.

gory may be of any binding. These titles will receive no discount and are subject to a service charge. An example within this category would be: Busine

item in this category would be: Very Hungry Caterpillar Cookbook & Cookie Cutters Kit by Lara Starr, ISBN 9781452125527.

edition)

tions and limited edition, prepayment, and non- returnable publishers.

For non-commercial publishers will be invoiced at list price plus a \$4.95 per unit surcharge. For libraries con

listed on your packing list.

red are considered non-returnable.

For Baker & Taylor Customer Service Representative via the toll-free number listed on the packing list.

have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

so refer to the website http://www.btol.com/international_libraries_details.cfm?sideMenu=Contact%20

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ss Income Coverage Guide, ISBN: 9781941627532.

cerned about purchasing these types of titles, B&T's Title Source can assist the librarian in researching a pa

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ordered are considered non-returnable, unless disc is defective. In this case, a replacement of same title will be se

particular item's category and format. Surcharge titles will appear with a Y in the discount code field. Addit

ent (multi disc sets require *all* discs to be returned).

ionally, you may contact your Customer Service representative or Information Services via phone, fa:

x, or e-mail (btinfo@baker-taylor.com) to determine surcharge titles before placing an order.