



## ORDERING IS EASY!



**PHONE:** 1-800-786-4452  
Mon–Fri, 8 am to 7 pm CT

**FAX:** 1-866-891-1695

**ON LINE:** [www.iccsafe.org](http://www.iccsafe.org)

**E-MAIL:** [order@iccsafe.org](mailto:order@iccsafe.org)

**MAIL:** International Code Council  
25442 Network Pl.  
Chicago, IL 60673-1254  
USA

### ORDERING INFORMATION

**Member discount and billing:** Member discount prices are offered to current ICC members only. All members must use their membership number on each order to receive the discount pricing. Orders must be prepaid or charged to a credit card. All orders are to be paid in U.S. funds. Returned checks are subject to a \$25 service charge.

**Shipping and Handling:** Orders are shipped postage paid via FedEx, UPS or USPS unless otherwise specified. A complete address must be given for each order. Please refer to the order form for shipping charges.

**International orders:** For faster service, please pay by credit card. All international orders must be prepaid in U.S. funds. Please allow six to eight weeks for first-class mail service. Express delivery and wire transfers are available; please call 1-800-786-4452 for pricing information.

Proof of I.D. may be required.

### QUANTITY DISCOUNTS

Reduced pricing is available for products published by ICC. These products are noted with “Q” in the Index. The schedule of discounts is as follows:

- 25 to 49 copies of a single item ..... 5% discount
- 50 to 99 copies of a single item..... 10% discount
- 100 or more copies of a single item.. 15% discount

Quantity discount **does not** apply to Package Deals, Bundles, Collections, Combos, Logo items, or products that are not published by ICC.

### RETURN AND REFUND POLICY

Products may be returned in new, resalable condition within 30 days. Claims for shortages or damage must be made within 5 days of receipt of merchandise. All returns must include an ICC Return Authorization number. Call 1-888-422-7233, x33801 to receive your Return Authorization number. A copy of a paid invoice, a canceled check for the amount of purchase, or other proof of purchase must accompany the shipment of all returns. Unauthorized returns will be delayed in processing and may not be accepted for credit and/or may get returned to the customer.

All returns are subject to a restocking fee of 20 percent of the original selling price. No refund will be issued on overpayments less than \$5.

Returned merchandise must be shipped prepaid to the ICC Distribution Center, 11711 W. 85<sup>th</sup> St., Lenexa, KS 66214. It is strongly recommended that returned merchandise be shipped through UPS to ensure prompt and efficient delivery because materials shipped at book rate are not traceable through the USPS.

No refunds are made for software, audio or video products. Defective software, audio or video items may be exchanged only for the same titles or editions as the defective item.

If you have any questions on these policies, please call 1-800-786-4452 and ask for a customer service representative.





## INTERNATIONAL ORDERING IS EASY!



**PHONE:** 001-708-799-2300, x33801  
Mon–Fri, 8 am to 7 pm CT

**FAX:** 001-708-799-4981  
Mon–Fri, 8 am to 7 pm CT

**ON LINE:** [www.iccsafe.org](http://www.iccsafe.org)

**E-MAIL:** [order@iccsafe.org](mailto:order@iccsafe.org)

**MAIL:** International Code Council  
25442 Network Pl.  
Chicago, IL 60673-1254  
USA

### Ordering Information

All ICC members must use their membership number on each order to receive discount pricing. Orders must be prepaid or charged to a credit card. All orders are to be paid in U.S. funds. Returned checks are subject to a \$25 service charge. Proof of identification may be required.

#### SHIPPING AND HANDLING

Orders are shipped postage-paid via FedEx, UPS or USPS unless otherwise specified.

#### INTERNATIONAL ORDERS

For faster service, please pay by credit card. All international orders must be prepaid in U.S. funds. Please allow six to eight weeks for first class mail service. Express delivery and wire transfers are available; please call 001-708-799-2300, x33801, for pricing information.

#### RETURN POLICY

Products can be returned in new, resalable condition within 30 days. Call 001-708-799-2300, x33801, for details.

All prices subject to change without notice. All items subject to availability.

