



# Woodslane Guide for Customers

**Woodslane are an Australian owned & operated distributor of books based in Sydney, NSW.**

Woodslane are one of Australia's largest independent book distributors. We have books across a great many category areas and our publishers include some of the largest in their speciality areas as well as smaller publishers and even single book publishers. We carry both local and overseas titles.

## Information available from Woodslane:

- Our website, [www.woodslane.com.au](http://www.woodslane.com.au), shows stock availability and pricing for all titles.
- We produce monthly new release catalogues which can be e-mailed to you and are also available to download from our website.
- We produce a monthly ONIX feed of all new titles that can be downloaded from our website
- Price & Availability can be found for most titles on the APA Titlepage website. On the resources page of the Woodslane website there is a full P&A feed csv file that can be downloaded (this can also be accessed from our ftp site)

## Discount Codes

Your discount will vary depending on the Discount Level for titles as shown in our sales kits, data feeds and on our website. For your specific discount rates please contact our customer service team.

Trade Discount  
Academic & Professional  
Text Books  
Short Discount A  
Short Discount B  
No Discount

**POD** – Some titles are available via POD (Print on Demand) and take approximately ten days to deliver (These titles have a unique ONIX availability Code of 23).

## Order Processing\*

- Freight is free above our minimum order value. A **small order freight surcharge** applies if the net value of the order (ie after your discount is subtracted) is below the minimum order value, the current charge & minimum value can be found on our website; this also applies to each part of a single order if that order is to multiple addresses; note that if an order is split up by us due to partial non-availability you will not then be charged for freight.
- As standard, if a title is not immediately available we will record this as a **backorder** and forward the title to you – you can choose not to have backorders recorded, in which case the relevant line of the order will be immediately cancelled, you will be notified of the cancellation on your next invoice.
- As standard, if a title has gone into a new edition it is the **new edition** that will be sent unless you notify us you do not want new editions to be substituted.
- If you have a **SOR (Sale or Return)** account, returned books must be received by us in mint, re-saleable condition with our Returns Authorisation barcode attached to the outside, at your cost and in appropriate packaging 3-12 months of original invoice date. Please ask for returns permission prior to sending.
- Our **prices** are GST inclusive and subject to variation without notification; you will be charged the RRP (less the appropriate discount) applicable on the day you order it regardless of any previously published price.
- We are able to supply current **bibliographic** lists of titles in either **Excel or ONIX** format files, and have a few ways of supplying **book jacket** and **description files**. For more details on title information provision contact us. marketing administrator, [info@woodslane.com.au](mailto:info@woodslane.com.au) or on 02 8442 2300

\* see also our standard current terms of trade for further details on our website

**Orders** can be placed by:

- calling our Customer Service Department on **02 8445 2300**

- **faxing** on **02 9997 5850**
- **emailing** to **info@woodslane.com.au**
- **EDI** (please talk to our Logistics Manager regarding this option at [logistics@woodslane.com.au](mailto:logistics@woodslane.com.au))

Payment for **cash-with-order** accounts:

- If you don't have a credit account you can pay by credit card, bank transfer (details below) or send in your order and ask for a pro-forma invoice – goods will then be despatched on receipt of payment

### **Urgent/customer orders**

Note that many of our product lines are being brought in from overseas. We have regular sea-freight and air freight shipments and endeavour to keep all popular lines in stock at all times. In cases where we do run out of stock and we are aware of an urgent need we will bring in stock via airfreight. We recommend talking to one of our customer service staff in the instance that you urgently need a title but are aware we do not have immediate stock.

### **Account payments**

Our preferred payment method is by **electronic transfer** to our bank account:

Woodslane Pty Ltd  
Westpac Brookvale, NSW  
BSB # 032 191  
Account # 98 1564

Accounts may also be paid by **credit card** (service charges may apply in some instances).

**For any queries on the above please CONTACT US:**

[info@woodslane.com.au](mailto:info@woodslane.com.au)  
02 8445 2300

**Woodslane Pty Ltd**  
10 Apollo Street  
Warriewood  
NSW 2102  
T 02 8445 2300  
F 02 9997 5850  
E [info@woodslane.com.au](mailto:info@woodslane.com.au)  
**www.woodslane.com.au**  
**ABN: 760 036 775 49**