



July 13, 2020

Northeast Florida Library Information Network  
Attn: Mr. Brad Ward, Executive Director  
2233 Park Avenue, Suite 402  
Orange Park, FL 32073

**RE: Ingram Special Offer Renewal**

Dear Mr. Ward:

Please accept this offer renewal as notification that Ingram Library Services LLC would like to continue providing library materials to the public library members of the Northeast Florida Library Information Network (NEFLIN) and the Southeast Florida Library Information Network (SEFLIN) at the following terms. The special terms offered herein are the same as your current offer and have been extended for one year.

<b>Discounts:</b>	Trade Hardcover .....	43.0%
	Trade Quality Paperbacks .....	39.0%
	Mass Market Paperbacks .....	39.0%
	Library Bindings .....	15.0%
	Prebound Books .....	35.0%
	University Press .....	15.0%
	Short Discounted/Non-Trade Titles .....	10.0%
	Legal, Reference, Scientific, and Technical Titles .....	10.0%
	* Spoken Word Audio .....	5-45.0%
	** DVD/Blu-ray ( <i>Discount based on List Price of item</i> ):	
	< \$14.99 .....	35.0%
	\$15.00-\$19.99 .....	30.0%
	\$20.00 + .....	25.0%
	Music CDs .....	5-45.0%
	Video Games .....	5.0%
	Net Titles .....	0.0%

\* *Ninety to ninety-five percent of all Spoken Word Audio CD is at the 45% discount; however, some Spoken Word Audio is short discounted by the publisher.*

\*\* *Although the majority of Ingram's DVD inventory is eligible for the maximum discounts, some titles receive smaller discounts.*

**Continuations and New Title Notifications/Standing Orders:**

With Ingram, these special discounts also apply to our Continuations and New Title Notifications/Standing Order Programs. Please visit our website at [www.ingramcontent.com/libraries](http://www.ingramcontent.com/libraries) or contact your Ingram Sales Representative for details.

**Freight Terms:**

For libraries with a **minimum of \$50,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary distribution center. Shipments of 15 or more units from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$5.00 shipping fee.

For libraries with annual expenditures of **\$5,000 - \$49,999** with Ingram or a commitment to meet this annual expenditure level, shipments of 15 or more units from your primary distribution center or from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$5.00 shipping fee.

Items picked, packed, and shipped together count as an individual shipment. The flat fee amount or qualifying unit quantities are subject to change with notice.

Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice. Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

**Payment Terms:**

Payment terms under this offer shall be Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

**Effective Dates:**      Start Date:      August 1, 2020  
   End Date:         July 31, 2021

**Account Information:**

This offer is extended to the public library members of NEFLIN and SEFLIN only. The terms and conditions of this offer do not apply to staff accounts.

It is the responsibility of each individual ordering agency to verify with Account Services that any new accounts are eligible and have been set up to order under this offer. Ingram cannot issue credit for accounts not following the proper procedures. Any item that is ordered prior to the start date of this offer is not eligible to receive the terms of this special offer. This applies to all backorders, standing orders, and firm orders placed prior to the enactment of this offer. Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form. When setting up an account under the terms of the contract, the Library will be asked to provide a copy of their tax exemption certificate.

### Ingram Contact List:

NEFLIN and SEFLIN members have toll-free telephone access to any Ingram point of contact at (800) 937-5300, or you may reach your Senior Sales Representative directly at:

- Tom Graziosi, Senior Sales Representative ..... (615) 462-1138  
Email: [tom.graziosi@ingramcontent.com](mailto:tom.graziosi@ingramcontent.com)
- Brandy Swett, Inside Sales Representative ..... Ext. 31310  
Email: [brandy.swett@ingramcontent.com](mailto:brandy.swett@ingramcontent.com)
- Customer Care ..... Press Option 1, then 1  
Email: [ILSCustomer.service@ingramcontent.com](mailto:ILSCustomer.service@ingramcontent.com)  
*To Discuss Concerns or Issues Regarding Your Account*
- To Place an Order ..... Press Option 1, then 2
- Account Services ..... Press Option 1, then 3  
Email: [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com)  
*To Set Up / Update an Account*
- To Check Stock Status ..... Press Option 1, then 4
- Toll-Free FAX Ordering ..... (800) 677-5116
- Credit Department ..... (800) 937-8100
- Technical Support ..... (800) 937-7978

Ingram Library Services LLC looks forward to a continued successful partnership with the Northeast Florida Library Information Network. If you have any questions, please contact Tom Graziosi, your Ingram Senior Sales Representative. Tom will be pleased to assist you.

Best Regards,



Pamela R. Smith  
Vice President and General Manager

PRS/ab