

## Transient Books Stuff We End Up Explaining from Time to Time (a.k.a. Terms, Conditions & Disclaimers)

Before placing your order, we'd love you to be aware of the following:

**Transient Books is run by Alex and Magu Appella.** We have been doing custom bookbinding online since 2001. We love what we do, and extending that love to the items we create by hand for clients is what keeps us in business. **We care about your books. We want them to make it to you safely, and we want them to live a long, jubilant life.** We're not a big company, it's just us. We maintain the web site, take out the garbage, water the plants, and keep a full service bookbindery up and running. We answer all emails personally. We remember your name, we remember your project.

### HOW IT WORKS

See <http://www.transientbooks.com/aboutus.html>

**We are physically located in the sierras outside of the city of Cordoba, Argentina, although Alex is from Oregon originally.** This means we make shipments to our **US distributor in Oregon** every four weeks or so via UPS. **This way our clients only pay shipping from Oregon, and not from Argentina.** This, in addition to each item being created by hand, means we cannot always accommodate those who are used to a technologically hyperactive pace. **Double check arrival dates before placing your order!**

### ARRIVAL DATES

**We work very hard to get items to clients on time.** We know folks are anxious about arrival dates, especially those who are planning weddings. **If your event is within one week of our proposed arrival date (we always tell you when to expect items) you should be safe.** If your event is the very same day as our proposed arrival date, I wouldn't order with us. It's too stressful for us, and for you. If your order is a gift, and we can't make the date, we gladly make **gift certificates** that include a mock up of your book's cover. This way you can give a token on the actual day for a special gift that will arrive after the fact. **This said, be assured that we do everything within our ability to get books to folks by the proposed arrival date we confirm with you when you place your order.** However stuff happens: Once a flash flood meant we couldn't get to the UPS office in Cordoba. Recently the baggage carriers went on strike and delayed our shipment an extra two days. We shipped right before September 11<sup>th</sup>, 2001 and items took a few extra days to make it (no one complained). My point is, considering we live in the countryside half way around the world, it's amazing that for the most part all items arrive when promised to clients. But **there have been exceptions**, very few, and we do our best to resolve all the complications. But sometimes you just have to bear with us. It's worth it, the books are great.

### CUSTOMS

Ahh, our friends the customs agents. Unpredictable folk. We make about 12 shipments a year to our US distributor, sometimes more, and each shipment can have dozens of different client orders. These shipments almost always arrive in 2 or 3 days to Oregon. It's pretty outstanding. I want to clarify though, that over the years, there have been times when the shipment takes 4 or 5 days, and recently 7 days, to arrive. It's harrowing. There's nothing we can do about it. When there is a delay between Argentina and Oregon, it is usually because customs has decided to hold up the boxes. Only one book has ever been lost. About 3 times a year, though, customs decides to destroy a book by slicing it open with an X-acto knife. Considering we make hundreds of items a year, it's not such a bad percentage. But it's still very upsetting. **When customs destroys items that travel between Argentina and our US distributor via UPS, we remake it free of charge for the client, unless a refund is preferred.**

### FOR THOSE WHO LIVE ABROAD:

If you live abroad (outside the US) and customs in your country damages a book we have shipped to you from Oregon, we do not take responsibility. Luckily, this has never happened. Also, if **customs fees or import taxes** are incurred on your end, **we do not take responsibility.** We ship regularly to Europe, Canada, Australia and Hong Kong. We declare a minimum value, but still some countries at random decide to charge an import tax. This is unpredictable, and we hope it doesn't happen to you. Items almost always arrive in about 8 days when shipped to you from the US. I can't remember a time it's taken longer.

### BEFORE PAYING US and cementing your order:

Ask us all the questions you can think of. Tell us what the book will be used for. Clarify any doubts you have beforehand.

**It is essential that you review the order details and shipping address on your invoice before we get started.** This invoice is what we use to create and ship your order. If it's not on the invoice, it won't be on or in the book.

We send order confirmation emails with the invoice as a PDF attachment before we get started on your order.

Thank you! We look forward to binding your book. We really do.  
Cheers,

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