



LIBRERIA LEDI
INTERNATIONAL BOOKSELLER

UN SERVIZIO PERSONALIZZATO DI QUALITA' A BIBLIOTECHE, CENTRI DI RICERCA ED UNIVERSITA' DAL 1935

Books from Italy and from all over the world

- **Orders receipt**

Your orders can be sent to our offices by mail, fax, e-mail or EDI transactions; we will confirm receipt, sending you an e-mail, in a day time.

- **Bibliographical check**

All orders are carefully examined, using the most updated bibliographical database available online. Using these tools, we are able to exactly identify the ordered titles, although the information given is incomplete or not sufficient. In case the title ordered and the title found are not the same, we will promptly send a communication, in order to have a confirmation.

We are able to recover grey literature, research data, bills of meeting, technical rules, and also less known material which is not usually available on the official book-market.

- **Orders processing**

The orders will be sent within 24 hours from receipt, after entering them in our database. We're communicating through electronic data transmission system with our suppliers.

- **Conditions and time of delivery**

Books are delivered weekly by mail, by registered letter, or by express courier, it's a customer choice; the forwarding charges will be added to the cost of the books asked.

By request we can provide a price list for the different forms of delivery.

All available volumes are sent within ten days from the order; generally the order is ready to be shipped within five/seven working days, from the date of the order. All the changes will be promptly communicated. In case of urgent orders we offer you an expedited processing that will be explained later.

- **Update of the order status**

Within three days from the orders receipt, we will send a communication regarding titles out of print, out of stock, and not yet published.

It could happen that in case of small publishers, or with books particularly difficult to find, there could be a short delay, that will be promptly communicated.

- **Invoicing**

The forms of invoicing, related to every weekly delivery, are chosen by the customer (by number or date of the order, protocol number, cost centre, etc.).

Invoices have to be cleared within thirty days from the date of issue.



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- **Reminders**

Orders not fulfilled by the publisher in the period estimated delay, are claimed every 15 days. The customer can ask for an update of the order status any time, and an answer will be given within 48 hours.

Additional services

- **Standing orders**

Customers can activate standing orders for yearbooks, collections, reference-books, serial works and series, in different formats, from looseleaves to electronic. The standing orders guarantee the customer automatic receipt of the volume or of the updating issues, as soon as they will be published. Every six months we provide a list of all the standing orders for our clients, containing the information about the last published volume/number, and about the following.

- **Bibliographical information / Approval Plan**

If the customers require it, we can activate an Approval Plan, which has to be evaluated on the clients' needs.

We can offer our customers a detailed bibliographical service on specific subjects; we can send them catalogues, bulletins and forthcoming books, monthly, bimonthly or following our clients' needs. The update on specific subjects might be done with a periodical bibliography, following a customer profile or using a bibliographical system, such as Dewey and BIC.

- **Supplying bibliographical records**

We provide bibliographical records of the volumes ordered. Among the different available bibliographical formats, we can provide records in MARC21, and in UNIMARC, text or html version, sending it by e-mail or cd-rom, along with the invoice or at once for all the available titles in the purchase order.

- **Customer service**

We believe that the relationship with our customers can't base itself only on information technology, because although this is an efficient and absolute necessary help, it can't replace the flexibility of the service offered by our specialized staff.

Every client is personally assisted by a member of our staff, who will not change for the entire relationship, unless the customer decides differently. This way, a continuous relationship is ensured, in order to gain high customer satisfaction.

The service offered is personalized and highly qualified, and it takes care of the needs and expectations of our clients, coming towards them.