

## Guide for ordering books from the WftW Bookshop [www.lulu.com/spotlight/wftw](http://www.lulu.com/spotlight/wftw)

It has been noticed that there are some minor issues during the ordering process on the WftW bookshop. These may be easily resolved by the guidance below.

- 1) The [www.lulu.com](http://www.lulu.com) site may be rather slow to respond. It may take up to 10 seconds to receive a reply.
- 2) There is absolutely no requirement for sign-up an account when ordering, although it might be useful.
- 3) During the ordering process you will be asked to provide a telephone number. This is mandatory, and may cause some inconvenience if such number is not available. As this telephone number is very rarely (if ever) used, consider providing any number (e.g. from a relative or office) valid in the country where the book will be delivered or ordered. Note that there two addresses may differ.
- 4) Payment may be done via different ways, depending the country from which ordered. Many bookshops may order for you, but expect a handling fee.
- 5) Normally you are automatically directed to the lulu Inc. shop appropriate to your country. If this fails for any reason, click on the flag (top right), and click on 'change store'. A new preferred store menu will appear.
- 6) Standard discount coupon codes and occasional special discount codes for books can be found on the Lulu Inc. site at <http://www.lulu.com/promos/current-specials> The coupon codes are case sensitive and dependent on promotional actions of Lulu Inc. If no discount coupon code is available, it is advisable to wait a few days with ordering. Usual discounts are 10-20% or free shipping.
- 7) Your order will normally be delivered within 3-10 days, depending on the choice of delivery.

Please contact me <louis at wftw dot nl> if you have a problem with the ordering procedure.

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