Guide for ordering WftW Compendium books from the WftW bookshop www.lulu.com/spotlight/wftw

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

1) The www.lulu.com site may be rather slow to respond. It may take 5-10 seconds or more to receive a reply.

2) <u>There is absolutely no requirement for sign up an account when ordering</u>, 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 no such number is available. As a 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 these two addresses may differ.

4) At present payment may be done via a credit card, or PayPal. If neither are available then consider asking a relative or friend to order on your behalf. Otherwise, many bookshops will order the books for you, but expect a handling charge.

5) Normally you are automatically directed to the lulu.com 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 coupon codes for the WftW Compendium books will be announced on the 'What's new' and 'Where to obtain' pages on the www.wftw.nl website, and of course on the lulu.com site at http://www.lulu.com/promos/current-specials. The coupon codes are case sensitive and dependent on promotional actions by lulu.com. Occasionally codes will work for some shops (country dependent) only, it is therefore advisable to try a code before buying, or to order from another shop.

7) Your order will normally be delivered within 3 to 10 days, depending on the delivery options and where your book is printed.

Please contact me (Louis@wftw.nl) if you have a problem with the ordering procedure.

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