Leasing in a Nutshell

How your customized audio book leasing program works . . .

**Title Selection**

- If you **select your titles online**, visit us at www.teilandmarkaudio.com to make your selections.
- ✓ Remember to OVER-ORDER by at least 20% to allow for publisher delays and cancellations.
- ✓ Designate your top preferences and alternate choices by typing alternate titles in the “Comment” box.
- ✓ You may also designate preferences by using the comment section below each title. **PLEASE UPDATE YOUR CART AFTER ADDING EACH COMMENT!**

If you require a selection list for your rotation, you will receive a list from us, via email or fax, a few weeks before your targeted ship date. Remember to OVER-ORDER by at least 20%.

If TEI Landmark Audio selects your titles, we base title selections on a Customer Profile you provide giving us author/genre preferences. Customer Profiles may be edited at any time.

**Once you receive your shipment**

Your audios are ready for cataloging and circulation! Your shipment will include shelf-ready audios in heavy-duty containers with full color artwork, a **Courtesy Account Update** (listing the number of titles in your collection, the number of titles in your shipment, and the number of titles to return to TEI), an inventory on-hand report, a return label, and a packing slip. Please check the packing slip to verify that your order is complete; then sign, date, and fax the report back to us at 317-849-9773 to confirm that you have received your shipment.

**Library Identifiers, Stickers and Barcodes**

**PLEASE DO NOT PLACE BARCODES OR LABELS ON YOUR LEASED CASES, ARTWORK OR DISCS.** In each audio book, we include a patented LabelSav™ insert which is a clear, plastic insert that slips between the artwork and the clear exterior of the case.
- ✓ Remove the insert and place all library identifiers directly on the LabelSav™. Your inserts may be used over and over again.
- ✓ You will receive LabelSav™ inserts with your first two shipments. Please reuse for all future rotations.
- ✓ If you prefer, you may pull the LabelSav™ inserts prior to shipping your returns, or return them with your audios.
- ✓ TEI will send your returned inserts in future shipments.

**LabelSav™** inserts are an ecological and economical product that has reduced our landfill waste by 66%: a savings passed on to you.

**Returns to TEI**

Please do not pull titles for returns UNTIL you receive your new rotation. This will ensure that your patrons have maximum access to the number of leased titles promised. Once you receive your new titles, return the number of audios as noted on your Courtesy Account Update. We suggest that you return the titles that have stopped circulating. Affix the return label to a sturdy shipping box and give to your UPS/USPS driver. We provide one free return label per shipment.

**Replacements**

Replacements are offered at no charge for any leased title. You may order replacements online at www.teilandmarkaudio.com or call us at 800-850-1701.

When making a disc replacement request, please provide the following information: ISBN#, Title, Author, disc # to be replaced, and reason for the replacement request.

If you are returning an audio with a damaged disc, please slip a note in the back cover by the bar code letting us know the disc that is damaged.

**Partial Shipments and Exchanges**

TEI has developed a streamlined approach to leasing that rotates your account on a regular basis. We keep leasing costs low with our structured rotations. For this reason, we do not offer partial shipments or mid-rotation shipments.

If a duplication error occurs, we will work with you to correct the error in a future shipment.

**Purchasing Leased Titles**

If you have a leased title that is so popular that you want to keep it in your permanent collection, please call us at 800-850-1701. We will quote you a reduced rate to purchase the title and include an additional title in your next leasing shipment.

**Save on Audio book Supplies**

Leasing customers receive a 20% discount on audio book supply orders for the entire contract year. No minimum purchase. No hassle. Our thanks for being a TEI leasing customer!

**MARC Records**

We are a vendor partner with OCLC! If you are an OCLC WorldCat Subscriber, you can receive OCLC MARC records on audios you order from TEI.

Add TEI Landmark Audio to your OCLC profile at: https://www.oclc.org/webapp/wcs/stores/servlet/OCLCLogin?storeId=10051

For non-OCLC subscribers, TEI offers free MARC records.

**Audio Book Purchases**

DON’T FORGET! We have new and gently-used audios from over 200 publishers for flexible purchasing and Standing Order Plans to fit any budget!