

## Tips for Ordering from Terrapin

### How can I purchase Terrapin products?

Terrapin is proud to offer “Tools for Thinking” on two web sites: [www.bee-bot.us](http://www.bee-bot.us) and [www.terrapinlogo.com](http://www.terrapinlogo.com). **Bee-Bots** and related products are available on [www.bee-bot.us](http://www.bee-bot.us). **Terrapin Logo** and related products are available on [www.terrapinlogo.com](http://www.terrapinlogo.com). **Pro-Bot** and **Blue-Bot**, Bee-Bot’s “big brothers” which can connect directly to *Terrapin Logo*, are available on both sites.

The two sites share a “backend” so that accounts, payments, ordering, shipping updates, and other administrative tasks are common to both sites.

### Does Terrapin accept purchase orders?

Terrapin is pleased to accept purchase orders from American and Canadian schools and other non-profit educational institutions. Purchase orders may be sent by fax (617-608-9079), email ([sales@bee-bot.us](mailto:sales@bee-bot.us) or [sales@terrapinlogo.com](mailto:sales@terrapinlogo.com)) or mail (955 Massachusetts Avenue # 365, Cambridge, MA 02139).

**For faster service, orders supported by a purchase order may be placed online.** Place the items desired in the shopping cart, proceed to checkout, fill out the bill to and ship to information. Choose **School Purchase Order** in the Payment section. Enter the purchase order number when requested or, if it is not yet available, enter “to be supplied” and complete the order. Ordering online in conjunction with a purchase order gets your order into the shipping queue more quickly and allows you to take advantage of online discounts.

When the purchase order is available, send it to Terrapin. We will match it to your online order and get it on the way. Online orders do not ship until a copy of the purchase order has been received.

### Can Terrapin send me a quote?

Customers may utilize Terrapin’s online shopping cart to do quotes for themselves. Place the desired items in the shopping cart, proceed to checkout, and fill out the bill to and ship to information. Choose **Create a Quote** in the Payment section. This will provide an official quote with prices and shipping charges.

To convert the quote to an order, send Terrapin a copy of the purchase order for the quote or call (1-800-774-5646) to convert the order to another form of payment. We may contact you if we don’t hear from you in a couple of months to see if the quote is still valid. If so, we can continue it and if not, we can simply cancel it.

**Advantages of using our online quoting system include capturing online discounts, locking in quoted prices for up to a year, determining shipping and handling charges, and providing information to us for inventory planning which can reduce out of stock items at shipping time.**

## **Should I register online?**

Terrapin's web sites offer online registration. This records customer billing, shipping, and contact information but not payment information. We encourage online registration since it allows customer tracking of orders, easier adjustment of orders if necessary, placement of future orders without having to enter billing and shipment information again, and facilitates customer contact. Online customer accounts are accessed via email address.

## **Does Terrapin charge sales tax?**

Terrapin charges sales tax only on orders shipped to addresses in Massachusetts. **Massachusetts schools and tax-exempt organizations should pre-register with Terrapin** to be marked as tax exempt prior to ordering. To do so, create an account online and then contact Terrapin ([sales@bee-bot.us](mailto:sales@bee-bot.us) or [sales@terrapinlogo.com](mailto:sales@terrapinlogo.com)) letting us know that the account has been created. We will mark it tax exempt (and request your tax exemption certificate if required) and you can use the account to order without incurring sales tax.

## **Can Terrapin send me a W-9 and/or other vendor forms?**

Email Terrapin ([info@terrapinlogo.com](mailto:info@terrapinlogo.com) or [info@bee-bot.us](mailto:info@bee-bot.us)) requesting a W-9 and we will return one to you. If your school or district requires other forms to be filled out, include those in the email and we will strive to complete and return them expeditiously. Note that we are unable to do notarizations.

## **What forms of payment does Terrapin accept?**

Terrapin accepts Paypal and Visa, Master Card, Discover and American Express credit cards. Terrapin accepts purchase orders from American and Canadian schools and educational non-profit institutions. Terrapin also accepts wire transfers and ACH or EFT payments and will provide information on request ([info@bee-bot.us](mailto:info@bee-bot.us) or [info@terrapinlogo.com](mailto:info@terrapinlogo.com)).

## **Will Terrapin send an invoice for my order?**

When you complete an order online, a copy of the order is automatically sent to the primary email address entered on the order. In addition, an email shipping confirmation is sent when the order is shipped, and an email receipt when the credit card is charged or order invoiced. In addition, a separate invoice is emailed and mailed (in duplicate) to the bill to address on purchase orders within a few days after all of the items on the order have been shipped.

Checks in payment of invoices for purchase orders should be made payable to Terrapin and sent to our remittance address (955 Massachusetts Avenue # 365, Cambridge, MA 02139).

## **Are the Terrapin web sites secure?**

Terrapin web sites are fully secure and Terrapin is PCI compliant with credit cards.

## **Does Terrapin offer educational discounts?**

Most Terrapin customers are schools and other educational organizations so prices are set for them. We offer discounts on product "bundles," groupings of related products that work well together in a

classroom which can be found in the **Bundles** sections of our web sites. We also offer volume discounts with the **Build Your Own Bundle** feature. With **Build Your Own Bundle** you automatically get a 5% discount when your order exceeds \$500 and 10% discount when your order exceeds \$1000 on anything in your shopping cart except for already-discounted bundles, though these do count toward your overall total. The **Build Your Own Bundle** feature is available only via our web sites. Feel free to use our shopping cart to determine the best prices on the group of products that fits your situation between our pre-packaged bundles and the **Build Your Own Bundle** discount.

## **How does Terrapin ship orders?**

Terrapin ships via USPS and UPS, choosing the best carrier for the situation. In general, smaller packages go via USPS and larger, heavier packages via UPS. We can only ship via USPS to a post office box. Outside North America, packages are sent via USPS by default.

USPS orders are sent via Priority Mail which arrives in 2-3 days to most U.S. addresses and 7-10 days to most addresses in other countries. UPS ground shipments arrive in 1-5 business days to most addresses in the U.S., Canada, and Mexico depending on distance from our shipping warehouse.

On request, Terrapin can use expedited services or other carriers. Contact Terrapin via phone (1-800-774-5646) or email ([info@bee-bot.us](mailto:info@bee-bot.us) or [info@terrapinlogo.com](mailto:info@terrapinlogo.com)) for information.

## **How can I provide special instructions?**

You will find a comment section on the last page of our online ordering process. Feel free to enter any special instructions, requests, questions, or comments there. We receive them when your order is placed. We do read and respond! We also strive to respond to email requests ([info@bee-bot.us](mailto:info@bee-bot.us) or [info@terrapinlogo.com](mailto:info@terrapinlogo.com)) promptly and answer the phone (1-800-774-5646) or return phone messages during business hours as quickly as possible.