
CANCER FACTS

National Cancer Institute • National Institutes of Health
Department of Health and Human Services

Ordering National Cancer Institute Publications: Questions and Answers

1. What is the National Cancer Institute's (NCI) policy on the distribution of publications and other materials?

The NCI's publications are free. There is a charge to help cover the cost of shipping and handling for orders of more than 20 items (bulk orders). Current Federal Government budgetary constraints and the NCI's commitment to meeting the increasing demand for information about cancer have made these charges necessary. By instituting a program to recover costs of shipping and handling, NCI will ensure that the information needs of cancer patients, their families, health professionals, and the general public are met.

2. What is the charge for shipping and handling?

There is no shipping and handling charge for orders of 20 or fewer items—such an order may consist of 20 copies of one title or any combination of titles up to a total of 20 items. Orders for more than 20 items have a shipping and handling fee of 10 cents per copy, with a minimum charge of \$5.

3. Is there a discount for ordering large quantities of materials?

The shipping and handling fee is discounted 10 percent on orders of 100 or more items.

4. How do people place orders for NCI publications?

Orders may be placed online through the NCI Publications Locator (NCIPL) at <http://www.cancer.gov/publications> on the Internet. Orders may also be placed by calling the Publications Ordering Service (POS). The POS, a service of the NCI's Cancer Information Service, can be reached by calling toll-free 1-800-4-CANCER (1-800-422-6237), and selecting prompt "2." The POS is available Monday through



Friday, 9:00 a.m. to 4:30 p.m. local time. Callers with TTY equipment may call 1-800-332-8615. (For instructions on how to order publications to be shipped outside the United States and its territories, see Question 11.)

5. Is there a limit to the number of copies of publications that can be ordered?

The number of copies of individual titles that may be ordered varies depending on current inventory. To ensure that publications are available to all requesters, NCI may set limits on the maximum number of copies that may be ordered by any one requester each month. For information on the current availability of NCI materials, please call the POS at 1-800-4-CANCER (1-800-422-6237).

6. How often can publications be ordered?

Cancer patients, their families, and the general public may order NCI publications as often as necessary to fulfill their needs. However, in order to maintain an adequate stock of publications, the NCI requests that health professionals and organizations place bulk orders for individual titles no more than once a month.

7. How are NCI publications shipped?

All orders are shipped from the NCI's Distribution Center in Baltimore, Maryland. Orders of up to 20 publications are shipped through the U.S. Postal Service. Bulk orders are shipped in the quickest possible way via a package delivery service such as UPS, FedEx, or a comparable carrier, or by freight. In the continental United States, orders shipped by FedEx should arrive within 7 working days, depending on geographic location.

8. What are the methods of payment for orders?

Arrangements for payment of shipping and handling charges must be made in advance. Bulk orders placed through NCIPL must be paid by credit card. Payment for bulk orders placed by phone may be made by check, money order, credit card (VISA, MasterCard, or American Express only), purchase order, or deposit account. Checks or money orders should be made payable to the Publications Ordering Service. Payments for bulk orders should be mailed to the following address:

National Cancer Institute
Publications Ordering Service
Post Office Box 24128
Baltimore, MD 21227

9. Is there a charge for rush orders?

The charge for rush orders is the actual cost of the expedited shipping. This charge is in addition to the shipping and handling fee that is applied to bulk orders. Payment for rush orders must be made via credit card at the time of ordering. VISA, MasterCard, and American Express are accepted.

10. How are underpayments, overpayments, and refunds handled?

Underpayments:

If an order is underpaid, the quantity of materials shipped is adjusted down.

Overpayments:

If an order is overpaid by \$10 or less, the quantity of the materials shipped is adjusted upward. Overpayments of more than \$10 are refunded by check in the amount of the overpayment.

Refunds:

The NCI does not make refunds or offer exchanges on orders after they have been shipped. In the event of a shipping error on the part of the NCI, a refund and/or free replacement of the order will be provided.

11. How are foreign orders handled?

It is NCI policy to send up to five publications free to individuals or organizations outside of the United States. All foreign orders for six or more publications are charged actual shipping costs. Foreign orders are limited to 100 total copies, based on current inventory availability.

The procedure for foreign orders of six or more items is as follows:

- Requester submits order to the POS and includes the requester's address, telephone, and fax numbers to receive a cost estimate. (Please note that orders to non-U.S. addresses cannot be submitted online.)
- POS faxes the estimated cost of the order to the requester.
- The requester forwards the cost estimate and payment (check or money order in U.S. currency or credit card number) to the following address:

National Cancer Institute
Publications Ordering Service
Post Office Box 24128
Baltimore, MD 21227

- The order is shipped when payment and the cost estimate are received by POS.

12. How can people find out more about NCI's publications distribution policy?

Additional information about NCI's publications distribution policy is available by calling the POS toll-free at 1-800-4-CANCER (1-800-422-6237) and selecting prompt "2." For TTY service, call 1-800-332-8615.

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Related Resources

Publications (available at <http://www.cancer.gov/publications>)

- Cancer Facts 1.11, *Reproduction and Use of National Cancer Institute Materials*
- *National Cancer Institute Publications Catalog and Order Form*

National Cancer Institute (NCI) Resources

Cancer Information Service (toll-free)

Telephone: 1-800-4-CANCER (1-800-422-6237)

TTY: 1-800-332-8615

Online

NCI's Web site: <http://www.cancer.gov>

LiveHelp, NCI's live online assistance:

<https://cissecure.nci.nih.gov/livehelp/welcome.asp>

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