



AIAG Purchase Order Acceptance Policy

1. Order Verification:

All purchase orders received must be verified for accuracy and completeness before acceptance.

We check pricing, product quantities, and customer information against company records to ensure compliance with company pricing, policies, and any applicable discounts or promotions.

2. Terms and Conditions:

Payment terms: AIAG payment terms are strictly Net 30 days from the date of invoice, unless otherwise previously approved by the Accounting Manager.

Delivery schedules: Publication orders will be shipped within 1 to 2 business days of the acceptance of the purchase order. AIAG ships orders using UPS only, no other couriers are used or accepted.

3. Acceptance Criteria:

Minimum order requirement of \$250 for all orders must be met. Purchase orders containing physical products must be billed within the United States or Canada. International purchase orders may be accepted for eDocument and corporate eDocument subscription products only.

Purchase order acceptance and processing is subject to product availability and inventory levels.

The customer's account is reviewed to ensure it is in good standing with no balances older than 30 days, account shows no bad debt or write-off and the customer is not in bankruptcy status.

All purchase orders must list accounts payable and the buyer's contact information (name, email address, and phone number).

- For hard copy purchase orders, a bill-to and ship-to address must be displayed on the purchase order – the ship-to address must list a ship-to person and their contact phone number. Ship to address must not be a PO Box.
- For purchase orders containing single-user eDocuments or publications that include downloadable files, the purchase order must list the end-user contact information, such as the end-user's name, email address, and work address.
 - Please note AIAG's eDocuments policy - AIAG eDocuments are licensed to one end user account, the order must be placed under the account of the actual end user. AIAG's eDocuments are not transferable from one account to another account.
- For purchase orders for training courses or events, please also attach a copy of our completed enrollment form for PO along with your purchase order. [training.pdf \(aiag.org\)](#)

Invoices will be submitted electronically. Any special submissions as a supplier portal, accounts payable email, etc. must be identified at the time of acceptance of the Purchase Order.

A valid tax exemption certificate must be received at the time of acceptance of the purchase order. If not received, any applicable sales tax will be billed.

AIAG ships orders using UPS only, no other couriers are used or accepted. The desired UPS shipping method must be listed on the purchase order, otherwise UPS Ground is listed (for domestic orders only) will be used by default.

When using your own UPS shipper account number, list the account number and desired method of shipping.

4. Communication Channels:

Purchase orders for publication orders, training, or events should be submitted via email to order_inquiry@aiag.org for review and processing.

Purchase orders for membership dues should be submitted via email to AIAGMemberServices@aiag.org.

Acknowledgments will be sent to the buyer's email address within 2 business days.

5. Order Processing Time:

Purchase orders will be processed within 2 business days of receipt.

6. Exceptions Handling:

Any discrepancies or exceptions in the purchase orders will be communicated to the customer for resolution.

The purchase order will be pending until the resolution of discrepancies is provided.

7. Cancellation Policy:

Publication Returns:

Within 30 days of receipt of your publication order, you may return any publication in its original condition to AIAG via traceable means of shipping. Upon receipt of your return, you will receive a refund minus shipping and handling costs. Please include a copy of your packing list, state the reason for your return, and indicate if you want a refund or a credit applied to your account.

Please notify AIAG of any damaged or missing items within 10 days of receipt of your order.

AIAG is unable to accept returns of eDocuments or downloadable publications.

AIAG is unable to accept returns of products that are damaged or are in unsellable condition.

AIAG is unable to accept returns of products that were purchased by another distributor. Please contact that distributor directly for their return policy.

Classroom & Virtual Training Cancellation/Transfer/Substitution Policy:

Registrations canceled 11 or more business days before the original course date will receive a full refund.

Registrations canceled less than 11 business days before the original course date, as well as NO SHOWS, will forfeit all fees.

As a courtesy, one transfer and one substitution request are allowed per registration. The transfer request must be received via email at least 5 business days before the course. Substitution requests must be received via email at least 2 business days before the course.

All requests must be e-mailed to trainingcontact@aiag.org. Requests cannot be provided over the phone or through live chat.

AIAG reserves the right to cancel any class due to low enrollment and/or other circumstances beyond the control of AIAG. If a class is canceled, all registered attendees will be notified no fewer than 10 business days before the scheduled class date. AIAG is not responsible for airfare, lodging, or other related expenses incurred on behalf of class registrants.

Cancellation of Membership:

Memberships are non-transferable, renew annually, and are non-refundable.

8. Compliance Requirements:

This policy complies with all relevant laws and regulations governing sales transactions, including tax regulations and export controls. Customers placing an order for publication orders that are shipping to international countries may need to pay brokerage fees, duties, or taxes. These are not AIAG-related fees.

9. Documentation and Recordkeeping:

Records of accepted purchase orders, including order numbers, dates, and customer information, will be maintained in AIAG's system and purchase order tracking logs.

10. Customer Communication:

Customers may contact customer service contact order_inquiry@aiag.org for inquiries, changes, or disputes related to purchase orders for publications, training, or events.

Customers may contact our membership team at AIAGMemberServices@aiag.org for inquiries, or disputes related to purchase orders for membership dues.