

## Author Accounts

Here are a few guidelines to assist you when opening an author account.

### Eligibility

Editors, authors and contributors are eligible for author accounts. An author account offers the following:

- 30% discount.
- 30-day account facility.
- Free delivery to delivery addresses within South Africa. Delivery will be charged for addresses outside South Africa.

### Account Applications

Please contact Natalie Mackett to open an account. Your Publisher should be copied in so that your status as an author can be immediately verified. If you are not sure of the name of your publisher, please use the general email address – [publishing@vanschaiknet.com](mailto:publishing@vanschaiknet.com).

- **Tel:** +27 (0)11 601 8011
- **Fax:** +27 (0)11 601 8150
- **Email:** natalie.mackett@jonathanball.co.za

### Account Queries

Please contact Brenda Khan with any queries regarding account payments and the status of your account.

- **Tel:** +27 (0)11 601 8015
- **Fax:** +27 (0)11 601 8150
- **Email:** brenda.khan@jonathanball.co.za

## Orders

Please email orders to [orders@vanschaiknet.com](mailto:orders@vanschaiknet.com) or fax an order to +27 (0)11 622 8183. The Orders Department does not accept telephonic orders.

Please include the following details when placing an order:

- Your name
- Account number
- Title of the book being ordered
- ISBN – especially if two editions are available on the market or if the book is part of a pack
- Order quantity
- Special handling requirements – please note that certain requirements may not be possible or might incur a cost

## Queries

You can query orders by contacting Customer Services. Please quote your account number in any correspondence.

- **Tel:** +27 (0)11 601 8118
- **Fax:** +27 (0)11 622 8183
- **Email:** [services@vanschaiknet.com](mailto:services@vanschaiknet.com)

## Payments

Your invoices show the details of the Van Schaik Publishers bank account.

### Banking Details

**Bank:** ABSA

**Account name:** VAN SCHAIK PUBLISHERS

**Account number:** 408 926 9611

**Branch:** ABSA Heerengracht

**Branch code:** 506009

**Account type:** Current

**SWIFT Code:** ABSAZAJJ

## Notes

While we try to ensure that we have stock of all titles, unexpected orders sometimes take all our stock and reprints can take 4 to 6 weeks. Please ask customer services to verify stock when placing an order. Old editions can be supplied if we have stock. You should, however, request special handling as new editions are automatically substituted once the market moves to a new edition.