



Customer Service Policy

TeachingBooks.net is committed to creating positive connections to books and authors for each and every one of our customers. We recognize and greatly appreciate both the financial and time investment that educational communities make when subscribing to TeachingBooks. We respect that investment and want everyone to receive maximum value and enjoyment of our service. Central to our Customer Service Policy is making ourselves available to our subscribers so we can hear what is working for you and what you would like to see from TeachingBooks.

With this objective in mind, every license begins with a “Getting Started with TeachingBooks” phone call. During this 30-minute call, a TeachingBooks staff member will review, with the coordinator of your license, all the different dissemination and IT support tools we’ve built to help spread the word and maximize the use of this service. Feedback and data have shown that these calls greatly help new subscribers successfully get started with TeachingBooks. The calls are also useful because we can listen to your specific needs and suggest ways to use TeachingBooks to meet them.

TeachingBooks is also committed to being available to answer your questions as they arise.

Phone Support – TeachingBooks is available to answer your questions on the phone. Our offices are in Madison, Wisconsin, and we are on Central Time. Feel free to call us toll free at (800) 596-0710. If we’re not available when you call, we’ll make every effort possible to return your call by the end of the next business day.

Email Support – TeachingBooks is available to answer your questions via email. We make every effort possible to return all support emails by the end of the next business day. You can write us directly at accounts@TeachingBooks.net or use the “Contact” box at: <http://TeachingBooks.net/contact>

Online Support Materials – TeachingBooks.net has an extensive online Support Area where you can access helpful information about sharing and promoting your license with helpful dissemination materials and training options, managing your license setup, and how to use the resources on TeachingBooks to support the work that you are doing. Visit: <http://TeachingBooks.net/support>

To summarize, TeachingBooks is a small company that is accountable for all aspects of our service. Contact us and we’ll listen, learn, and try our best to help. We welcome you to communicate with us via postal mail, email, phone or fax.

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