



Customer Service Policy

TeachingBooks is committed to creating positive connections to books and authors for each and every one of our licensees. 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, TeachingBooks staff reviews with your site manager all the different dissemination and IT support tools we’ve built to help licenses spread the word and maximize use of our service. Feedback and data have shown that these calls greatly help new licenses 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 will make every effort possible to return your call by the end of the next business day (although response time is usually much faster).

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 (although response time is usually much faster). You can write us directly at support@TeachingBooks.net or use the “Contact Us” box at <http://www.teachingbooks.net/contact.cgi>

Online Support Materials – TeachingBooks offers numerous materials to make it easy for you to train and support your colleagues on maximizing their use and enjoyment of TeachingBooks, including movies, slideshows, handouts and sharing resources. There is also an online user tip section with a printable User’s Manual.

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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