

2016 Print Subscription Reorder Process

Important Information Regarding Your Upcoming Subscription Reorder

Beginning March 2016, you will receive an email from HMH® containing a direct link to your subscription reorder on our Customer Care website. With your unique Customer Care link, you will be able to review and submit your reorder for the upcoming 2016–2017 school year in an easy, intuitive way. You will be able to make any necessary changes to delivery locations, quantities, or ship dates. Please note that this process is for all non-Depository fulfillments.

Once your order is submitted, you will receive a confirmation email containing the order details, order reference number, and contact information for questions. The order will then be reviewed and processed, and begin shipping in May unless a different delivery date is requested.

If for some reason you need to place your reorder early, please contact us at order.management@hmhco.com.

QUICK FACTS SUMMARY

- You will receive a unique link to submit your reorder for the upcoming school year.
- Delivery location and material quantities can be changed with your reorder.
- You will receive a confirmation email once your order is submitted.
- Contact order.management@hmhco.com if you need to place your reorder before March.

Frequently Asked Questions



Do we need to issue a Purchase Order (PO) for our consumable order?

No, these books are provided to you each year from your subscription at no additional cost. Your original purchase order covered the cost for all subsequent years of the subscription.

Are these “free” books?

You are not charged each year for these books because you paid for them in advance during the first year of your order.

Can I specify a different shipping address?

Yes, you can specify a different shipping address on your Customer Care order.

Can I specify a delivery date for my books?

Yes, you can specify a delivery date on your Customer Care order.

What if I need my books before I receive the email with my link to reorder?

Contact order.management@hmhco.com with your order information and we will fill your reorder.

What if I no longer wish to receive my consumable subscription reorder and want to cancel all future shipments?

Contact order.management@hmhco.com with your order information to stop future shipments. Please note that customers who opt out of the subscription will not receive a partial refund or partial credit due to cancellation.

What if I want to skip this year’s order, and extend my subscription another year?

You may skip a year and we will add it to the end of your subscription. Submit all pertinent information to order.management@hmhco.com.

Can I get extra books? Or can I switch quantities between grade levels to accommodate fluctuations in enrollment?

While your consumable reorder quantities should remain consistent with the original quantities purchased with your subscription, we understand that each year your enrollment changes. For each program, you may adjust the total quantity across all grade levels for similar products included in your original order. Please keep the total quantities within your original purchase quantities.

Can I add to my subscription by ordering more books?

Yes, you can place an additional order to supplement your subscription by contacting your Account Executive. You will need to submit a new purchase order to buy “one year” subscriptions to fill in the additional books for your needs.

May I switch quantities between different subscription programs or between different copyrights?

Although quantities may be adjusted to accommodate enrollment fluctuations, we cannot switch quantities between different programs or copyrights.

What if I don’t know what quantities to order until after your deadline?

Please contact order.management@hmhco.com. We will hold your reorder until your decision is made.

If you need any further clarification, please contact order.management@hmhco.com

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