

## Spring 2020 Special Sale FAQs

### ***What items are included in the sale?***

All in-stock books (print editions) and journal single issues are eligible for the coupon discount.

### ***How can I claim the 50% discount?***

Enter coupon code SPRING50 on the Shipping & Billing Details page. To enter a coupon code, click on the "Have a discount coupon" link below your order total, enter the coupon in the coupon code box, and click the redeem button. The coupon is valid from March 17 - May 1, 2020.

With the SPRING50 coupon, if your order total exceeds \$100.00 then shipping is FREE for all domestic orders.

This special offer is valid only on orders placed at [www.dukeupress.edu](http://www.dukeupress.edu) during the specified time frame. Discounts may not be combined.

### ***How can I pay?***

All orders must be prepaid by credit card. Duke University Press accepts VISA, MasterCard, and American Express.

### ***Does the special sale only include books?***

No. You may purchase in-stock single issues of our journals at a 50% discount as well.

Journal subscriptions and society memberships are excluded from the 50% discount. However if you purchase a subscription or society membership, the total will count toward the threshold for free shipping.

### ***I live outside the United States. Can I take advantage of the 50% discount?***

Your order total will be calculated at the 50% discount, but only orders shipped to a U.S. address are eligible for free shipping.

### ***Is there a limit to the number of items I can order?***

No.

### ***Do you offer free shipping?***

With the SPRING50 coupon, if your order total exceeds \$100.00 then shipping is FREE for all domestic orders. If you order is less than \$100.00, normal shipping rates apply.

### ***When can I expect to receive my order?***

Domestic orders normally ship within a few days via USPS media mail. Shipping generally takes between two and eight days within the contiguous United States, depending on your distance from our warehouse in Durham, North Carolina; orders bound for Hawaii, Alaska, or any US territories will require additional transit time.

Orders to be shipped internationally are also normally shipped within a few days via standard international surface mail. Transit time is typically 4-6 weeks and tracking information is not available.

Due to the general uncertainty around the Covid-19 pandemic, please note that these shipping and processing times could be extended.

### ***I'm having a problem placing my order. What should I do?***

Follow the steps above. If you are still having problems, please contact Duke University Press Customer Relations via phone during business hours at 888-651-0122 or email [orders@dukeupress.edu](mailto:orders@dukeupress.edu).