



## Frequently Asked Questions

This is a full list of our FAQs. For a pared down list, try looking at the page with the service you have a question about. Can't find what you're looking for? Send us an email!

### FAQ Topics

[BESTSELLER REPORTING](#) | [BOOK AWARDS](#) | [BOOK CUSTOMIZATION](#) | [BULK BOOK PRICING](#) | [CUSTOM CHECKOUT](#) | [DELIVERY](#) | [EDITORIAL COVERAGE](#) | [GENERAL](#) | [MASS MAILING](#) | [NAME CHANGE](#) | [ORDERING](#) | [PRE-ORDER CAMPAIGNS](#)

FAQ

#### General

HOW CAN I CONTACT PORCHLIGHT BOOK COMPANY? +

WHAT ARE YOUR HOURS? +

FAQ

#### Ordering

ARE ALL ITEMS ON YOUR WEBSITE CURRENTLY IN-STOCK? +

HOW UP-TO-DATE IS YOUR DATABASE? +

HOW IS MY CREDIT CARD PROTECTED? +

WHAT IS YOUR ONLINE ORDER GUARANTEE? +

DO YOU MATCH COMPETITOR PRICES? +

WHAT IS YOUR RETURN POLICY? +

WHAT IS YOUR PRICE GUARANTEE? +

WHAT FORMS OF PAYMENT DO YOU ACCEPT? +

DO YOU CHARGE ANY TAX? +

WE HAVE UPDATED OUR PRIVACY POLICY. [CLICK HERE TO READ OUR FULL POLICY.](#)

[ACKNOWLEDGE & CLOSE](#)

- WHAT FORMS OF PAYMENT DO YOU ACCEPT? +

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- DO YOU CHARGE ANY TAX? +

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- IF THERE ARE DIFFICULTIES WITH MY ONLINE ORDER, HOW WILL I BE NOTIFIED? +

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- ARE DUTIES AND CUSTOMS CHARGES INCLUDED IN MY ORDER? +

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- DO YOU SHIP INTERNATIONALLY? +

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- WHAT IS YOUR NORMAL TURNAROUND TIME FOR ORDERS? +

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- IF A PUBLISHED BOOK IS NOT IN STOCK, DO YOU BACKORDER? +

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- CAN I PRE-ORDER BOOKS BEFORE THEIR PUBLICATION DATE? +

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- CAN I CALL DIRECT WITH MY CREDIT CARD INFORMATION INSTEAD OF BUYING MY BOOKS ONLINE? +

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- CAN YOU SELL MY SELF-PUBLISHED BOOK ON YOUR SITE? +

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- CAN I GET A FORMAL QUOTE FOR PRICE COMPARISON OR BUDGETARY APPROVALS? +

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- WHY DO THE EDGES OF THE PAGES ON MY BOOK LOOK TORN? +

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FAQ

## Bulk Book Pricing

[VIEW THE BULK BOOK PRICING PAGE](#)

- HOW DO YOUR BULK DISCOUNTS WORK? +

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- CAN I BUY SINGLE COPIES ON YOUR SITE? +

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- CAN I RETURN BULK BOOKS? +

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FAQ

## Bestseller Reporting

[VIEW THE BESTSELLER REPORTING PAGE](#)

- DO YOUR SALES COUNT FOR THE BESTSELLER LISTS? +

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- ARE YOUR BULK SALES DISCOUNTED BY THE BESTSELLER LISTS? +

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- WHERE CAN I FIND YOUR BESTSELLING BOOKS? +

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FAQ

## Custom Checkout

[VIEW THE CUSTOM CHECKOUT PAGE](#)

- CAN YOU MATCH THE CUSTOM CHECKOUT PAGE DESIGN TO MY OWN WEBSITE? +

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- HOW WILL I KNOW HOW MY CUSTOM CHECKOUT CAMPAIGN IS PERFORMING? +

---

- CAN I PREPAY FOR A CUSTOM CHECKOUT CAMPAIGN SO MY AUDIENCE CAN ORDER BOOKS AT NO COST? +

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- CAN I REQUIRE A PROMO CODE BEFORE ALLOWING USERS TO ACCESS MY CUSTOM CHECKOUT PAGE? +

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FAQ

## Book Customization

[VIEW THE BOOK CUSTOMIZATION PAGE](#)

- CAN I PUT MY COMPANY'S LOGO ON MY BOOKS? +

---

- HOW LONG WILL IT TAKE TO CUSTOMIZE MY BOOKS? +

---

- DO YOU HAVE DESIGNERS TO HELP ME BRING MY CUSTOMIZATION PROJECT TO LIFE? +

---

- I HAVE AN IDEA THAT I DON'T SEE ON YOUR PRICE LIST; DO YOU DO ANY OTHER CUSTOMIZATIONS? +

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[VIEW THE BOOK CUSTOMIZATION PAGE](#)

DO YOU HAVE DESIGNERS TO HELP ME BRING MY CUSTOMIZATION PROJECT TO LIFE? [+](#)

I HAVE AN IDEA THAT I DON'T SEE ON YOUR PRICE LIST; DO YOU DO ANY OTHER CUSTOMIZATIONS? [+](#)

IF I PROVIDE MY OWN PRINTED COLLATERAL, CAN YOU INCLUDE OR USE THIS TO CUSTOMIZE MY BOOKS? [+](#)

CAN I RETURN CUSTOMIZED BOOKS? [+](#)

FAQ

## Mass Book Mailing

[VIEW THE MASS BOOK MAILING PAGE](#)

WHAT DOES A 'CLEAN LIST' LOOK LIKE? [+](#)

CAN YOU PROVIDE A SINGLE INVOICE FOR A BULK BOOK SHIPMENT TO MULTIPLE RECIPIENTS? [+](#)

CAN I USE MY OWN RETURN ADDRESS ON MY MAILING'S SHIPPING LABELS? [+](#)

WILL PORCHLIGHT NOTIFY MY RECIPIENTS OF TRACKING STATUS OR SEND SHIPMENT EMAILS TO MY RECIPIENTS? [+](#)

ONE OF MY RECIPIENTS HAS MOVED SINCE THEIR BOOK SHIPPED; WHAT CAN I DO? [+](#)

FAQ

## Editorial Coverage

[VIEW THE EDITORIAL COVERAGE PAGE](#)

HOW CAN I GET MY BOOK REVIEWED? [+](#)

HOW CAN I GET MY BOOK FEATURED ON YOUR SOCIAL MEDIA CHANNELS? [+](#)

HOW DO I GET PUBLISHED ON CHANGETHIS? [+](#)

HOW DO I SUBMIT MY BOOK FOR AWARDS? [+](#)

FAQ

## Book Awards

[VIEW THE BOOK AWARDS PAGE](#)

HOW MUCH DOES IT COST TO SUBMIT A BOOK? [+](#)

HOW MANY BOOKS CAN I ENTER? [+](#)

WHICH BOOKS ARE ELIGIBLE FOR SUBMISSION? [+](#)

I AM A BUSINESS BOOK READER, AND I WANT TO SUBMIT MY FAVORITE BOOK. CAN I DO THAT? [+](#)

CAN I SUBMIT EBOOKS? [+](#)

WHEN IS THE SUBMISSION DEADLINE? [+](#)

WHO JUDGES THE AWARDS? [+](#)

FINISHED COPIES OF MY BOOK WILL NOT BE READY UNTIL AFTER THE SUBMISSION DEADLINE. SHOULD I WAIT TO SEND YOU THOSE? [+](#)

CAN I SAVE MY ENTRY FORM AND FINISH LATER? [+](#)

IS THERE ANYTHING I SHOULD KNOW ABOUT SHIPPING THE REVIEW COPIES? [+](#)

HOW CAN I GET THE ENTRY FORM TO YOU IF I AM SENDING BOOKS DIRECTLY FROM A WAREHOUSE OR OTHER THIRD PARTY? [+](#)

CAN REVIEW COPIES BE RETURNED TO ME? [+](#)

IF THE AUTHOR IS NOT AVAILABLE TO ATTEND THE AWARDS PARTY, IS THEIR BOOK STILL ELIGIBLE? [+](#)

WHEN WILL THE AWARDS BE ANNOUNCED? [+](#)

WHO HAS WON IN PREVIOUS YEARS? [+](#)

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## Pre-order Campaigns

[VIEW THE PRE-ORDER CAMPAIGNS PAGE](#)

CAN YOU FULFILL REQUESTS FOR SIGNED BOOKS? 

CAN YOU FULFILL BOOK BUNDLES? 

CAN YOU FULFILL BONUS MATERIALS? 

CAN YOU CUSTOMIZE MY NEW BOOK FOR A SPECIAL ORDER? 

FAQ

## Delivery Logistics

[VIEW THE DELIVERY LOGISTICS PAGE](#)

CAN YOU DELIVER BOOKS TO A HOTEL? 


CAN I GET TRACKING INFORMATION FOR MY ORDER? 


CAN YOU SHIP MY ORDER TO MORE THAN ONE LOCATION? 

IF I PRE-ORDER A BOOK, WILL IT BE DELIVERED ON THE RELEASE DATE? 

DO YOU SHIP TO [INSERT COUNTRY NAME] COUNTRY? 

WHICH DELIVERY CARRIERS DO YOU USE? 

WHY ARE INTERNATIONAL SHIPPING RATES SO EXPENSIVE? 


HOW LONG DOES INTERNATIONAL DELIVERY TAKE? 

WHAT INFORMATION IS NEEDED FOR CUSTOMS FORMS? 

IS MY INTERNATIONAL ORDER TRACKABLE? 

IF MY ORDER HAS ALREADY SHIPPED, CAN I CHANGE MY SHIPPING ADDRESS? 

CAN I USE MY UPS OR FEDEX ACCOUNT TO SHIP MY ORDER? 

DO I HAVE TO PROVIDE A PHONE NUMBER FOR MY ORDER? 

WHY IS MY INTERNATIONAL ORDER TAKING SO LONG TO DELIVER? 

WHAT IS THE BENEFIT OF CHOOSING PORCHLIGHT FOR SHIPMENTS TO CANADA? 

FAQ

## Name Change


[VIEW THE REBRANDING PAGE](#)

ARE YOU THE SAME COMPANY AS 800-CEO-READ AND DICKENS BOOKS? 

WHY DID YOU CHANGE YOUR NAME? 

DID YOUR OWNERSHIP CHANGE? 

DID YOUR SERVICES CHANGE? 

DID YOUR TAX ID NUMBER CHANGE? 


DID YOUR LOCATION CHANGE? 

ARE YOU STILL BUSINESS BOOK EXPERTS? 

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ARE YOU STILL BUSINESS BOOK EXPERTS? 



## How can we help?

Our expert Customer Service team is happy to answer your questions.

1-800-236-7323 | [customerservice@porchlightbooks.com](mailto:customerservice@porchlightbooks.com)

NAME\*

EMAIL\*

HOW CAN WE HELP?\*

**SEND**



### INFO

[BLOG](#)

[BUY BOOKS](#)

[AWARDS](#)

[ABOUT](#)

### SERVICES

[FOR AUTHORS](#)

[FOR PUBLISHERS](#)

[FOR BOOK BUYERS](#)

[FOR PUBLICISTS & AGENTS](#)

### ADDRESS

544 SOUTH 1ST STREET

MILWAUKEE, WI 53204

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[INFO@PORCHLIGHTBOOKS.COM](mailto:INFO@PORCHLIGHTBOOKS.COM)



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