



August 20, 2013  
Miami, FL

Samantha Simpson  
Central Texas Library System CTLS  
555 N Lamar Blvd. Ste L-115  
Austin, TX 78751

Dear Samantha:

Cinco Books is a foreign language book distributor specialized in Spanish and Portuguese.

Our mission is to facilitate access of the Hispanic and Portuguese culture through means of distribution of books to professionals, students and communities interested in the Hispanic culture and language.

### **Services and commitment**

Cinco Book's professional and individualized customer service will CTLS members with:

1. Price and availability inquiry by email or phone. Please provide the following information in your inquiry or order:
  - ISBN, Title, author
  - Quantity to order
  - Contact information (address, phone number, contact)
  - Purchase order number or reference number
  - Please submit your inquiries and orders to [info@cincobooks.com](mailto:info@cincobooks.com)
  - Contact us at Tel. (786)3480640 or visit our website [www.cincobooks.com](http://www.cincobooks.com)

Allow us 24 hours to answer inquiries for non-stock items.

2. Publisher's catalogs can be provided.
3. Cinco Books will ship and invoice until the total order has been received from abroad.
4. Our bilingual staff will assist you with translations from Spanish or Portuguese into English or vice versa.
5. Commitment to provide counseling to professionals, Schools and institutions looking for new programs and methods to teach Spanish and Portuguese as a Foreign Language in United States
6. **A translator can travel with the librarian to International Book Fairs and be your scheduled guide for a better communication from the publisher;** the most popular Book Fairs that Cinco Books attend are located in Argentina,

Mexico and Spain. (Request has to be done at least three months ahead of the Book Fair start date).

- Translation services at the International Book Fairs require a minimum order of \$900 at the event. \*Your books are purchased through Cinco Books, you don't need to bring money to the book Fair to purchase the books, we do it for you!

## **Book Fairs**

1. We encourage librarians to take advantage of the upcoming Guadalajara International Book Fair in Guadalajara Mexico from November 30 to December 8, ALA and FIL offer a free pass and special discounts for U.S Librarians; Cinco Books will sponsor this year the special dinner offered to ALA members. If you need further information please contact us at [info@cincobooks.com](mailto:info@cincobooks.com) hope to see you there!

## **Terms and Conditions**

1. Members at CTLS will receive a special **discount of 40%** (we will explain and disclose prices in order to get your confirmation before import)
2. Cinco Books guarantee competitive prices and a preferred discount only for CTLS members.
3. Import time frame is from 3-5 weeks
4. Domestic shipping are done from our headquarters in Miami within three (3) days of the completed order by Fedex
5. Returns will be accepted 14 days after purchase date; books shall be in sellable condition, if any damage has occurred please report it to us immediately and we will replace or refund the individual selection or depending on the case, the order.
6. Members at CTLS are granted with 30 days credit after invoice date; please submit your payments via check to the address provided in the invoice.

In a changing and challenging world where knowing more than one language is advantageous for professionals and companies, Cinco Books wants to take the opportunity and contribute to communities across the country and provide the tools needed to keep making the U.S a leader in the global community.

Please consider Cinco Books as a primary vendor and supplier for your foreign language purchases.

Best regards,

Jenny Lizarraga

Director of client relations

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