



Cartography and Geoinformation

Terms and Conditions – Map and Guide Sales

Ordering

by Mail: Balderas 33-314, Col. Centro, 06050 México, D.F., Mexico

by Phone: +52 (55) 5-518-1285, Monday to Friday 10:00am to 6:00pm Central Time (-6 GMT),
in case you do not speak Spanish, ask for Roland Hardt (speaks fluently German,
English, and some Dutch)

by Fax: +52 (55) 5-521-4251, anytime

by E-mail: quimeramaps@yahoo.com

in Person: Balderas No. 33, Office 314, Historic Center, Mexico City,
Monday to Friday 10:00am to 6:00pm CST

(near corner of Av. Juárez and Balderas, South West corner of the Alameda Central)

Shipping

All stock items will normally be sent out within 3 working days. The time taken for delivery will vary depending on where you are in the world. Normal delivery times are: 2 - 3 working days in Mexico, 4 - 5 working days to the U.S., and up to 14 days to Europe. Orders usually are sent by courier service (FedEx, UPS, DHL, or MultiPack) to the country of destination; in Mexico we use MexPost or MultiPack. All customers are charged for shipping and handling by Quimera Editores at cost, varying with destination. Please e-mail us for a quote, perhaps indicating your preferred courier service.

There will be no taxes or duties added by us on maps or books. However, customers may have to pay import duties on purchases, depending on regulations in the corresponding countries (e.g. VAT in Europe, none in the U.S.).

Retailers, libraries, distributors, tour operators, and wholesalers should contact us for terms to see whether they apply for discounts.

Payment

For legal regulations in Mexico we are unfortunately not able to accept credit card orders.

However, we accept certified cheques or electronic transfers (within Mexico), and international money orders or bank drafts (internationally). In all cases you will need to send us a copy of your e-mail or printed order acknowledgement together with the payment to Quimera Editores before we can accept your order.

Please note that products acquired at Mexican prices may not be exported to any country.

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Shipment Delays/Loss

We will advise you by e-mail which day we sent out your order. If your order fails to arrive within the times mentioned above, please e-mail us. Please include your name as well as Order ID, which you can find on your Factura (i.e. bill). We will then try to trace its whereabouts as quickly as possible.

Damaged Items

If your shipment was damaged in transit, or if you have any questions, please call (+52-5-518-1285), send a Fax (+52-5-521-4251) or e-mail for assistance, quoting 'damaged maps/books' in the subject header.

Backorders

Our policy is to ship an order as completely as possible and backorder any items that are not due to arrive for at least 4 weeks. We will then ship items as they become available, while trying to minimize the number of shipments on an order. We will hold orders open until printed. The customer will be charged shipping charges on backorders. If you do not want backorders, please say so and we will hold your order up to three weeks to complete it. If you have a deadline, please tell us, so that we can do our best to meet your deadline, or offer alternatives.

All Prices and Specifications are Subject to Change without Notice.