

Bookstore FAQ

Can you provide some details about the Houghton Mifflin acquisition? Cengage Learning has acquired the Houghton Mifflin College Division and has begun the integration process to combine the people, product and publishing portfolios to further expand and greatly enhance our programs and services.

What does this mean for bookstores? The assets of the Houghton Mifflin College Division are highly complementary to those of Cengage Learning. This acquisition will allow Cengage to capitalize on this synergy in ways that stand to benefit our bookstore partners, by offering a broader range of choice from one company.

When will this transition take place? Beginning immediately, the Houghton Mifflin College Division Assets will be incorporated into Cengage Learning and HM College Division titles can be ordered from Cengage Learning.

Do I have a new sales rep as a result of this acquisition? No, please continue to work with your existing sales representative from Cengage Learning and Houghton Mifflin College. We will notify you if and when any processes change.

Who will be properly handing my orders from here forward? All calls received for orders will be directed to Cengage Learning Distribution Center (CLDC) Customer Service. Calls for samples or faculty support will be directed to the HM offices in St. Charles for processing.

Will there be an interruption of service orders as a result of the acquisition? College Bookstores may experience an interruption of service for orders that were sent via Pubnet or EDI between Thursday, May 29 and Tuesday, June 3, 2008. Please call Cengage Learning Customer Service at (800) 354-9706 if you sent an order and did not receive a purchase order acknowledgement.

Where will my orders be processed? Cengage Learning is now fulfilling all College products. Please refer to our college stores site at serviceplus.cengage.com for information on order entry, price and availability, custom publishing, returns, policies and information regarding the Cengage Learning Service Plus Program. Customer service representatives can be reached at (800) 354-9706.

What is the return policy for CL/HM College products? All Cengage Learning and HM College Division stock is subject to Cengage Learning's returns policies and all returns should be sent to the Cengage Learning Distribution Center. The address follows: Cengage Learning, Attn: Returns Department, 10650 Toebben Drive, Independence, KY 41051. Credit will be issued by Cengage Learning.

Where should I send outstanding payments? Please send payments to the following address: Cengage Learning, P.O. Box 95999, Chicago, IL 60694.

Who do I contact regarding technical support issues for the formerly owned Houghton Mifflin product? For all Houghton Mifflin College Division Products that are supported by the College Division, please call (800) 732 3223.

Who do I contact regarding returns in all markets? Please call Cengage's Customer Service line at (800) 544 0550 or contact mclaimscs@cengage.com.