

## AIC's DELIVERY & RETURN POLICY

(effective: September 1, 2021)

### DELIVERY POLICY

#### Product Availability

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order using the original method of payment.

#### Delivery Time

An estimated delivery time will be provided to you once your order is placed. Delivery times are estimates and commence from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Unless there are exceptional circumstances, we make every effort to fulfill your order within 10 business days of the date of your order. Business day mean Monday to Friday, except holidays. Please note we do not ship on Saturday or Sundays.

Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered. Products may also be delivered in separate shipments.

#### Shipping Costs

Shipping costs are based on the weight of your order and/or the delivery method. For book orders, we typically use USPS Media Mail as the primary shipping method. If you would prefer other delivery methods or option, please contact our office for the total shipping costs.

#### Damaged Items in Transport

If there is any damage to the packaging on delivery, contact us immediately

#### Questions

If you have any questions about the delivery and shipment or your order, or to report damage to the packaging, please contact us at: **(503) 297-7979**.

### RETURNS/REPLACEMENT

#### **Refunds/Exchanges:**

We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at (503) 297-7979 with details of the product and the defect. You can send the item you consider defective to: **Allies in Change - 1675 SW Marlow Ave., STE 110 Portland, OR. 97225.**

Upon receipt of the returned product, we will fully examine it and notify you via e-mail within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

#### Exchanges

We only exchange goods if they are defective or damaged. In circumstances where you consider that a product is defective, you should promptly contact us at **(503) 297-7979** with details of the product and the defect.

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are eligible, we will send you a replacement product.

#### Return Shipping

To return the item you purchased, please mail it to:

**Allies in Change - 1675 SW Marlow Ave., STE 110 Portland, OR. 97225.**

**PLEASE NOTE:** Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping. **Book and shipping prices subject to change at our discretion.**