



### **Returns, Refunds and Exchanges Policy**

Since most items are documents related to standards, items cannot be returned or exchanged without management authorization. Please contact us to resolve any issue with your purchase.

### **Shipping Policy**

Since many items are documents/pdf's, emails and downloads may be the method used to deliver orders.

### **Turnaround**

All orders are shipped within 48 hours Monday - Friday 8am - 5pm.

### **Carriers**

We may use one of the following carriers to deliver orders:

USPS

UPS

FedEx

DHL

### **Order Tracking**

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

### **Shipping Rates**

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will be able to decide whether to proceed with your order.

### **Back Orders**

If an item goes on back order we will ship you the item when it becomes available. You will not be charged any additional shipping and handling.

### **Privacy Policy**

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

#### **What Information Do We Collect?**

We only collect information needed to process your order. This includes your:

Billing Address

Shipping Address

Email Address

Credit Card Information

In addition we may also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people



are using, and find out where our visitors are coming from so that we can improve our marketing.

**How Is My Information Used?**

Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

**Security and Storage**

Only your billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

**Cookies and Browser Information**

Cookies are small files that reside on your computer and allow us to recognize you on your next visit, or store your shopping cart contents. We use them only to track this information