

## 4 WAYS TO ORDER

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1. Item order number
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5. Total amount, including  
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*Prices are effective January 1, 2017, and are subject to change without notice.*

### Payment

1. Make checks payable to American Counseling Association in U.S. funds.
2. MasterCard, VISA, American Express, and Discover accepted. To order using your credit or debit card, please visit [counseling.org/bookstore](http://counseling.org/bookstore) or contact our Membership Relations Department at 800-347-6647 x222, M–F, 8:00 am – 6:00 pm, ET.
3. Official institutional purchase orders accepted by mail or fax.

### Shipping and Handling

1. Standard orders will be shipped via UPS ground.
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3. Rush orders will be charged actual shipping cost plus an additional \$10.00 rush fee and will be shipped on the next business day after the order is received.
4. Please allow 2 weeks from receipt of order for delivery of domestic

- shipments. Allow additional time for delivery of international orders.
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### Claims and Returns

1. Individual purchasers must return merchandise within 30 days of invoice date. Postage and freight charges are paid by the purchaser. Claims for damaged goods should be filed with the shipper (e.g., UPS, USPS).
2. If your order is damaged, incomplete, or incorrect, e-mail [returns@counseling.org](mailto:returns@counseling.org) or call 800-347-6647 x380 within 30 days of receipt and have the packing slip on hand to track the order. Replacement products will be automatically shipped at ACA's expense via ground UPS or USPS. Although the replacement item will be shipped immediately, the purchase price of the replacement item will be charged. Once we receive the return, the account will be credited for the cost of the original merchandise shipped.
3. Requests to return merchandise must be sent in writing to ACA. The invoice number and account number for products being returned must appear on request to return.
4. All products returned must be in salable condition.
5. A packing slip or invoice must accompany all returned orders.

6. All returns must reference an order number obtained from ACA.
7. *Clothing Returns Policy*. Exchanges and returns are permitted within 30 days of the invoice date on clothing that is unworn and in salable condition. Return postage and freight charges are paid by the purchaser unless the item or size shipped was not what was ordered. The original invoice and packing materials must be sent with the item(s) returned.
8. DVD and CD returns are not permitted except in the case of damaged items. ACA will provide a replacement DVD or CD on return of damaged item.
9. Items that are shrink-wrapped and sold in multiple quantities (e.g., *ACA Code of Ethics*) must be returned in full for a refund.
10. **All questions pertaining to returns should be directed to ACA at [returns@counseling.org](mailto:returns@counseling.org)/800-347-6647 x380/703-823-9800 x380.** Any claims and returns not meeting the above guidelines will not be accepted.
11. **Authorized returns should be shipped to: ACA—Returns, 6101 Stevenson Avenue, Suite 600, Alexandria, VA 22304-3300.**

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Bookstores and distributors must return merchandise within 1 year of date of invoice. No returns accepted after 1 year. An order may be returned for a refund/credit, less a 25% restocking fee. **Credits must be used within 1 year from date of issuance.** Credit taken by booksellers will not be accepted without prior authorization from ACA. **All other policies noted in the Claims and Returns section above apply to bookstores and distributors.**

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