



Shipping & Product Policy

Effective: January 1, 2009

PRODUCT & SHIPPING:

- To place a product order, you can:
 - Print out the order form (located on the homepage), fill it out and fax it or mail it with payment or
 - Place your order online
- Product orders must be paid in full before they are shipped.
- Product orders are shipped within 3-5 business days of the date full payment is posted.

SHIPPING & HANDLING (S&H) FEES & POLICY:

- Shipping and Handling (S&H) is charged accordingly--see the chart below for pricing details:

Shipping & Handling Charges	
- U.S. Priority Mail -	
If your product totals.....then S&H is...	
\$ 0.00 - \$ 30.00	\$ 7.00
\$ 30.01 - \$ 45.00	\$ 8.00
\$ 45.01 - \$ 65.00	\$ 12.00
\$ 65.01 - \$ 80.00	\$ 14.00
\$ 80.01 - \$100.00	\$ 16.00
\$100.01 - \$150.00	\$ 18.00
\$150.01 - \$200.00	\$ 21.00
\$200.01 - \$250.00	\$ 23.00
\$250.01 - \$300.00	\$ 25.00
\$300.01 - \$350.00	\$ 27.00
\$350.01 - \$500.00	\$ 30.00
\$500.01+ or Other Delivery Requirements - Call Jones Institute – 760-942-0647	

International Shipping

International shipments are usually double the US rate and are sent USPS Global Priority Mail.

- Product is shipped to the address you provide. For orders where product is returned due to insufficient/incorrect address or because receiving party did not pick up goods per the Shipper, customer will be responsible for prepaying the S&H in order to resend product.

RETURNS / EXCHANGES:

- Returned items that are not defective or damaged will incur a \$10.00 restocking fee. S&H is not refundable.
- An exchange at customers request may be done at Jones Institute discretion however, the exchanged product must be returned at the customers expense and S&H will be recharged and prepaid before the new product is sent out. If the exchange is due to Jones Institute error we will exchange the item at no additional cost to the customer.
- If you receive incorrect or damaged goods, please keep the product **and packaging** and contact Jones Institute at 760-942-0647 so we may discuss options to reconcile your order.

*Jones Institute prides itself in providing you with the best service possible.
Your satisfaction is very important to us and we will make every effort to make the order right.
Please do not hesitate to contact us at 760-942-0647.*

Thank you!

Jones Institute reserves the right to amend this policy without notice at anytime.