

Shipping/Handling Costs

We charge 10% of the order total with a MINIMUM of \$6.00.

The shipping/handling cost includes not only the cost of postage but also meter rental, meter ink cartridges, postage strips, gas to drop off packages at the post office, boxes, tape, the time involved in packaging and shipping the order, and even the cost to maintain a merchant account and process your credit card payment. Of course, all of these costs apply on a per-package basis whether it is a small order or a big order, and that is why we (and most other companies) establish a minimum shipping/handling charge.

Normal Delivery Time

Please allow three weeks to receive your order. This gives us about a week to process and ship your order and two weeks for US Mail to deliver your order. Usually you will receive your order much more quickly than three weeks. However, because we are a family business, we have to take into account that we may be out of town exhibiting at a convention or have family obligations. We ship via US Media Mail, for the sake of keeping the shipping/handling costs low for you. The post office doesn't guarantee a delivery time on this class of mail. Most customers receive their materials within 3-6 days of the **ship** date, but sometimes it does take every bit of 2 weeks.

If you order online and enter your credit card information, your credit card is pre-authorized. We do not finalize the charge to your account until your order is actually being filled. If you order online and go back onto our website to check the status, you may notice that the status says "delivered." This means that we processed your order and delivered it to the post office. It does not mean that you should have already received your order. If your materials have not arrived after three weeks from your order date, please do contact us!

Priority Delivery

Priority Mail service is available for an additional cost. If you need priority delivery, please call us at 317-862-0948. We will take your order over the phone and calculate the additional charge for priority shipping based on your order size. Generally speaking, you can count on paying about \$7.00 additional cost for a priority order. If your order will fit in the small flat-rate priority mail envelope, it would only be \$3.00 extra. On a large order, the cost may be more than \$7.00. Since our books are different sizes and weights, there is really no way for us to tell you ahead of time how much it will cost, and for that reason there is no way to elect priority shipment when you place an online order. If you want priority delivery for an order you have already placed online, you will need to **call us** (a comment during the order process is not sufficient) so we can calculate the additional charge and get your credit card information. We do not have access to the credit card information you entered online, so we need that information given to us by phone in order to run a manual charge for the additional shipping/handling cost.

If you arrange with us for priority shipment, we will fill your order no later than the next day. If we are out of town, we will let you know during the phone call how soon we will be returning home and will fill your order as soon as possible after we return.