

SHIPPING AND RETURNS POLICY

ORTHOWELLNESS PUBLICATIONS SHIPPING AND HANDLING POLICIES

Most orders are received at OrthoWellness Publications as fax orders using our standard fax ordering form with credit card as the standard and preferred payment method.

ORDERING BY MAIL: If you prefer, you may send a money order or a cashier's cheque to the address below (we do not accept personal cheques). Please address any mail or fax correspondence to the attention of "Orders", so that we may process your request A.S.A.P. Orders accompanied by a money order are processed when received. To prevent delays, make sure that your order includes item description, item number and quantity. Also make sure you include your name, address and phone number.

PAYMENT OF YOUR ORDER:

We accept Visa, MasterCard, money orders, and cashier's cheques and business cheques from established businesses upon agreement of credit worthiness.
(Please make all cheques payable to OrthoWellness Publications).

OrthoWellness Publications
1661 -- 128 St.
Surrey, British Columbia,
Canada, V4A 3V2
Fax: 604-531-0421

INTERNET ORDERS

We do not suggest supplying credit card information in e-mails as this form of communication cannot be considered secure. Customers are directed to download our secure fax order form from our website (www.survivingwhiplash.com or www.OrthoWellness.com) and supply credit card information on the designated areas.

SHIPPING

OrthoWellness Publications can ship books to virtually any address in the world. Shipping books to destinations in North America can predictably be accomplished within given timelines and costs.

Shipping to international destinations, however, cannot be accomplished with the same level of confidence in regards to timelines and cost.

OrthoWellness Publications uses recognized bonded courier services for shipment in North America.

SHIPPING USING CUSTOMER'S DESIGNATED COURIER

Many of our customers have their own designated courier accounts. Specifying the designated courier on the order sheet and providing a valid courier account number will result in OrthoWellness Publications arranging pickup and delivery to the designated shipping address. A \$15 handling charge will be assessed for shipping materials, labeling and handling.

For all other non-specified situations, we will use our own designated courier, which has demonstrated reliable and competitively priced economical shipping in North America for delivery to the designated shipping address.

HOW ARE SHIPPING COSTS CALCULATED?

All bulk shipping costs are calculated using the standard shipping calculator provided by our designated courier plus a standard \$15 cost for shipping materials, labeling and handling.

NORTH AMERICAN ORDERS:

Orders are shipped Monday through Friday to all points in the USA and Canada. Shipping amount reflects shipping and handling charges.

INTERNATIONAL ORDERS: If you are an international customer outside North America, please contact us by e-mail to determine shipping and handling costs. International orders are usually shipped the next business day. If there's a problem or delay, we will notify you immediately via email. Although our turnaround is quite efficient, many factors beyond our control can affect timely delivery of your order. Therefore, we ask that international customers allow up to eight weeks for their order to arrive. Once a package leaves North America, it cannot be tracked. Please be patient and check with your local postal service and/or customs office. Due to delivery issues, we do not ship to all countries. See our destination list for more details. (Ask us if we will ship to your country, if it is not included on the list below).

Australia Germany Japan Portugal
Austria Great Britain Korea Singapore
Belgium Greece Luxembourg Spain
China Hong Kong Netherlands Sweden
Denmark Ireland New Zealand Switzerland
Finland Italy Norway Taiwan

Orders shipped to other countries may be subject to import duties upon arrival. Therefore, you may have to pay an additional fee to receive your package. We WILL NOT mark orders as "gift" or "sample". Check with your local customs authorities about import duties or taxes before ordering from us. Please, note that the customer is solely responsible for all taxes, duties, and charges levied, as well as all laws and regulations of the country in which one is receiving the goods.

Questions or comments? Please contact us by Email

DELIVERY TIME ESTIMATES

Our estimated shipping dates are based on several factors, including your destination address and how quickly we can obtain and assemble items for shipment.

PROCESSING & SHIPMENTS

Orders placed are generally processed and shipped within 2 business days if the items are in stock. If an ordered product is out of stock, you will be notified via email and the item will be shipped upon arrival.

NOTIFICATIONS & EMAILS

After your order has been processed and shipped, we will send you a confirmation email. It will include a list of the items you ordered, the address that the shipment will be sent to, and the total amount that will be charged to your credit card. You will also receive an order number that can be referenced, in case you have any questions, concerns, or you would like to request a change to your order. Send us an email or call us at 1.877 .531 .9772 during business hours (Pacific Standard Time).

UNDELIVERABLE PACKAGES

If you suspect your order cannot be delivered as addressed and you have not received confirmation of its return or refund after 4 weeks from the estimated delivery date, please contact us by email.

WHY WAS MY PACKAGE UNDELIVERABLE?

Couriers may deem a package undeliverable for one of the following reasons:

INCORRECT ADDRESS.

If the address is incorrect or outdated, the package is typically returned to us by the carrier or the unintended recipient. Please double-check your address carefully when placing a new order. We will only be able to deliver to established business addresses.

CARRIER DOES NOT DELIVER TO THE ADDRESS.

The courier service may not deliver to some addresses. In any case it will be necessary to resolve these issues with your delivery service.

FAILED DELIVERY ATTEMPTS.

Most courier services make three attempts to deliver a package. If the business address designated is not open during business hours and able to accept your delivery, and the driver cannot locate a secure drop point for it, he or she may make up to two additional attempts to deliver your goods. We are not responsible if your designated business address was closed during any of these delivery attempts during business hours and, as a result, the delivery service returns the package to us as undeliverable. In such cases, an additional fee will apply to reship your goods. If you choose to cancel your order after such an instance of non-delivery, we will deduct the original shipping fee from your refund, as well as any additional applicable restocking charges. Courier fees may apply for all repeated delivery attempts and return delivery service.

RETURNS AND REFUND POLICY

REFUNDS: Because we are very careful to accurately describe our books, and in most cases the buyer has had ample opportunity to examine the title and determine its appropriateness for their use, returns will be accepted and complete refunds given only under very specific circumstances.

DAMAGED DELIVERIES

All damages must be reported to OrthoWellness Publications within three (3) working days upon delivery. Failure to report any damages will release OrthoWellness Publications from any and all claims. It is the responsibility of the customers receiving personnel to check all shipping cartons for discrepancies (e.g., dents, punctures). All discrepancies to the shipping container should be noted on the carriers paperwork and documented. If, after opening the container, it is found that there is damage to the product, the carton is to be examined to determine that the damage was due to shipping.

Failure to examine cartons at delivery, and signing the carrier's paperwork, releases the carrier and OrthoWellness Publications from any and all freight claims.

Third-party billing customers will handle any and all freight claim damage with the carrier and are responsible for all freight charges.

LOST SHIPMENTS:

In the event a book shipment is lost, we will not refund until the post office or delivery service completes its lost incident investigation. We assist clients in filing a lost-mail/insurance claim with the post office or the delivery service and we will require the buyer's cooperation in completing the paperwork and assisting in the claim process.

OTHER REASONS

Prior approval must be obtained for any products being returned.

All products, if accepted for return, other than damage, are subject to a 15% restocking fee and must be shipped prepaid. In addition to the 15% restocking fee, the customer is responsible for properly packaging and returning the product in reusable condition. If not, additional charges may be added to the restocking fee. If a customer holds a product for more than ten (10) days, a return for credit will be voided.

All products being returned under such conditions shall be prepaid (unless they are being returned due to damage), packaged in good condition and shipped to:

OrthoWellness Publications
1661 -- 128 St.
Surrey, British Columbia,
Canada, V4A 3V2