

Shipping Rates and Policies

Discounts

A&WMA member prices are discounted for most items. This member benefit is not transferable. Items sold at member discounts are for personal use only and are not for resale.

Delivery Method

A&WMA endeavors to use the most economical shipping methods: normally the Ground or Economy service of a major courier (e.g., FedEx). Therefore, a delivery address and delivery postal code—not a P.O. box or P.O. box postal code—and the delivery phone number are required. Lightweight orders that can fit in an envelope are sometimes shipped by postal service (a non-traceable method), but no boxed shipments will be sent by postal service.

Shipping & Handling

Shipping and handling (S&H) are based on the weight of the product. Standard U.S. shipping is already calculated into the product prices. Customers outside the U.S. can still order online, but must then contact A&WMA at onlinestore@awma.org to obtain, approve, and pay for the additional S&H costs. Please see **International Orders** below for further details.

Regular and Rush Orders

Orders are usually processed within 5 normal working days after receipt of full payment. Depending on the shipping address, some orders can take weeks in transit, though that is not the norm. Customers requesting expedited processing and shipping will need to order directly with A&WMA staff (onlinestore@awma.org or +1-412-904-6027) and will be charged a rush fee based on the weight or number of products ordered (minimum US\$20). Rush orders are not guaranteed to ship out or be emailed in under 24 hours of when the payment and delivery information has been received and confirmed by staff. Rush processing is not available for non-U.S. deliveries.

Returns

Returns will be allowed and refunds granted only at the discretion of A&WMA. Returns must be made within 60 days of the shipping date. All S&H charges for both delivery and return are the responsibility of the customer, and all returned items must be in resaleable/new condition. Returns are also subject to a 20% handling and restocking fee, which will be deducted from the refund of the price paid for the item. Refunds will be credited to the original method of payment. Purchase of online products cannot be cancelled or refunded once the URL is e-mailed to the customer, and products that are immediately downloadable after purchase are not refundable at all.

International Orders

As noted above, U.S. S&H charges are included in the product prices. Customers outside the U.S. can still order online, but the orders will not be processed until the customer has contacted A&WMA (onlinestore@awma.org) to obtain and approve for A&WMA to charge the additional S&H costs. The additional S&H will be charged separately to the credit card, and the card details will likely need to be provided to A&WMA again for that purpose. If the customer does not communicate with A&WMA within 30 days of ordering, the order will be cancelled and the payment will be credited to the card used for the purchase. Product prices and quoted S&H fees will only be guaranteed for 30 days.

- All overseas duty and brokerage charges, including GST and value-added taxes, are the responsibility of the customer and are due upon delivery. Only exact value amounts will be declared on customs forms.
- Some international transactions may require that a copy of both sides of the credit card be faxed or scanned and e-mailed to A&WMA for verification purposes.
- Rush processing is not available for non-U.S. deliveries.

Full payment is required prior to shipment. A&WMA does not accept Purchase Orders.

A&WMA reserves the right to delay shipment or to cancel any order at its discretion, and will not be held responsible for orders cancelled due to suspicious activity. This may include, but is not limited to, failure to respond satisfactorily to communications regarding the order.