

Product Ordering Information

Payment, shipping, and returns policies are listed below.
Prices are effective January 1, 2023, and are subject to change without notice.

3 ways to order :

Phone

800-298-2276
703-823-9801
M–F, 8:30 am – 5:30 pm ET

Web

counseling.org/store

Purchase Order

orders@counseling.org

Payment

1. Mastercard, VISA, American Express, Discover, and PayPal accepted. To order using your credit or debit card, please visit counseling.org/store or contact Member Services at 800-298-2276, M–F, 8:30 am – 5:30 pm ET.
2. Official institutional purchase orders accepted by email at orders@counseling.org.

Shipping and Handling

1. Standard orders will be shipped via UPS ground at cost.
2. Shipping and Handling Fees. For shipments outside the U.S., actual shipping costs will apply and must be prepaid. Please request a pro forma invoice or contact Member Services (800-298-2276/703-823-9801; membership@counseling.org) for costs of alternate shipping methods. Purchaser is responsible for payment of customs fees and taxes.
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.
5. Institutions assuming shipping costs are subject to a \$5.00 processing fee. Items must be shipped via UPS or FedEx. Please provide shipper number.

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, email returns@counseling.org or call 703-888-4359 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 emailed to returns@counseling.org with the invoice number and account number for products being returned on the request. ACA will provide a return merchandise authorization (RMA).
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 the RMA obtained from ACA at returns@counseling.org.
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. Items that are shrink-wrapped and sold in multiple quantities (e.g., *ACA Code of Ethics*) must be returned in full for a refund.
9. **All questions pertaining to returns should be directed to ACA at returns@counseling.org/703-888-4359.** Any claims and returns not meeting the above guidelines will not be accepted.
10. **Authorized returns should be shipped to:** ACA–Returns, c/o BrightKey, Inc., 1780 Crossroads Drive, Odenton, MD 21113.

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Product Ordering Information

Claims and Returns Policies Specific to Bookstores and Distributors. 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.

Quantity Discounts

1. Individuals or booksellers may deduct 25% from the list price for quantities of 10 or more of a single book.
2. *Returns on Quantity Discount Orders.* If the number of books returned places the total order below 10 copies, the books will be charged at the regular price. A statement reflecting the adjusted balance due will be issued in lieu of a credit to the customer account.
3. Distributors who wish to sell ACA titles on an ongoing basis should contact 703-888-4412 to discuss trade discounts.

Examination/Desk Copy Policy

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Note. Only if a book is **not** available in an e-book format, will a print copy will be sent. A minimum course enrollment of 10 students is required to receive a complimentary desk copy. Domestic shipping of examination copies is free of charge. International destinations are charged a flat fee of \$15.00 per shipment and will be shipped via USPS. For questions concerning desk copies, contact publications@counseling.org.

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