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## **OSAP Store Policy**

This policy applies to store items only. It does not apply to membership dues, *Ask OSAP* fees, ticketed events, or OSAP merchandise sold on Bonfire.

### **Purchase Orders**

OSAP accepts purchase orders. We ask that if shipping needs to be billed to a company/school FedEx or UPS account, please list that account number on the purchase order.

### **Return Policy**

All returns must be received within 30 days of purchase.

To be eligible for a return, products returned must be in the original packaging in salable condition.

To return merchandise to OSAP, prior authorization is required and must be obtained by calling OSAP at +1 (410) 571-0003.

Damages or defects must be reported immediately. Claims made 30 days or more following the invoice date will not be honored.

### **Shipping**

For purchases made from outside of the United States, please contact OSAP directly at [office@osap.org](mailto:office@osap.org) or +1 (410) 571-0003. We are unable to calculate international shipping charges through the website.

If you need an item sent express or overnight, please contact OSAP directly at [office@osap.org](mailto:office@osap.org) or +1 (410) 571-0003. We are unable to calculate express or overnight shipping charges through the website.

Shipping charges for all returns must be prepaid and insured by the customer. In addition, the tracking number for any returned package must be sent to [office@osap.org](mailto:office@osap.org). The customer is responsible for any loss or damage during shipment. We do not guarantee that we will receive your returned item.

Original shipping and handling charges are not refundable.

## **Refund Policy**

All returned items will be inspected for damage and to ensure salable condition. Once the package is confirmed as being received, OSAP will notify the customer of the status of a refund.

For special offer packages, returns must include the complete set; partial returns of product packages are not accepted.

If the return is approved, OSAP will initiate a refund to the customer's credit card. The credit will be issued depending on the card issuer's policies. Credit for an authorized return is based upon the original invoice amount. Once a refund is processed, OSAP will notify the customer via email and include a receipt.

OSAP reserves the right to deny return requests on products that are damaged in return shipment.

## **Exchanges**

OSAP does not allow for the exchange of items.

## **Desk Copies**

OSAP does not send desk copies of its books. However, a preview of the first chapter of *From Policy to Practice: OSAP's Guide to the CDC Guidelines* and of *OSHA & CDC Guidelines: Interact Training System* is available in the description of each item.