



C.A.S.E.

The Center for Adoption Support and Education

Shipping and Return Policies

Shipping Rates

For a complete estimate of when you may expect delivery check out the table below on shipping estimates.

Shipping Method	Usually Ships Within	Estimated Arrival Time
USPS Media Mail	4 Business Days	7-10 Business Days
Fed Ex (any method)	4 Business Days	3-7 Business Days
Canada	4 Business Days	3-7 Business Days
International	4 Business Days	Depending on Location 7-14 Business Days

Shipping Information

Shipping and Handling

Shipping and handling charges include both per-order and per-item charges. Per-item charges vary based on the type of item ordered and the delivery option you choose. All shipping and handling charges will be added at the time of billing.

Please also note that the shipping rates for many items we sell are weight-based. The weight of any such item can be found on its detail page (All of our items are less than 2 pounds). To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.

Holiday and Special Situations

Holidays, weather, natural disasters, and other events beyond our control may affect shipping and delivery times.

Rush Order

In the Event that you need the book right away and cannot wait for the 4 day turnover, please contact us at 301.476.8525 or email us caseadopt@adoptionssupport.org (this email is for our publication department only) and we will be happy to accommodate the request.

Rush Shipments outside the contiguous U.S. will incur actual delivery charges.

Cancelling or Modifying an Order

The Center for Adoption Support and Education strives to meet customer demands for prompt service and delivery. You have up to 4 business days to contact us about modifying or cancelling a order.

Unfortunately, there is no way for us to cancel or modify an order once it has entered the fulfillment process. We cannot stop delivery once an order has been processed for shipping. You will receive an

email notification when your order has shipped. More information on returns can be found in our **Returns Policy**.

Order Status/Tracking an Order

A shipped confirmation email will be sent via our Yahoo! Store system with the tracking number. You can check on the status of your order by clicking on the tracking number in your email or by copying the number and entering in the right system, www.usps.com or www.fedex.com.

International Orders

For All International Orders, customers will incur actual shipping costs. If you have any questions about shipping options, please contact us at caseadopt@adoptionsupport.org

Bulk Orders

In some cases, The Center for Adoption Support and Education can give discounts on orders of 50 copies or more of the same title.

To request a price quote, please email us at caseadopt@adoptionsupport.org (this email is for our publication department only) and depending on current volume we will respond within three business days from receipt of your request. (Response time may increase or decrease depending on the size of the request.)

Please note: Bulk orders with The Center for Adoption Support and Education are non-returnable. Please verify the product indicated and the quantities requested are correct. Once the quote is given you will have 15 days to act upon it before it expires.

Return Policy

No UNAUTHORIZED returns will be accepted.

Please contact us at caseadopt@adoptionsupport.org (this email is for our publication department only), or call us at 301.476.8525 for more information on what steps to take.