2012 SHIPPING INFO, GUARANTEE/RETURNS AND PRIVACY POLICIES:
Centering on Children, Inc. www.ShoeboxTasks.com

SHIPPING INFORMATION

USA Customers:

*Orders totaling less than $100—$12 flat shipping fee
North Carolina—8% (Include County for NC Tax)
KS/OK/ND/NE/SD/TX – 13%
CO/MT/NM/NV/UT/WY —15 %
AZ/CA/ID/OR/WA —16%
AK & HI—27%
ALL OTHER CONTINENTAL US STATES—10% of the total order cost
* TEACCH DVD, ED CD, FOLDER TASKS OR BOOKS ORDERED SEPARATELY – FREE SHIPPING

International Customers:

Each order is handled individually according to rates and regulations at the time of shipping. Shipment outside the continental USA is by US Postal Service. Please review the section on International Sales on our website and compete the INTERNATIONAL PURCHASE REQUEST FORM found there. From the information you provide, you will be emailed an Estimate detailing the costs of shipping to your country. Your order will ship once you have agreed to the costs and paid in full. You are responsible for paying Customs, Duties, etc. levied by your country.

GUARANTEE & RETURN POLICY

We guarantee all of our merchandise. We take pride in the products we offer and the service we provide. Your complete satisfaction is our top priority.

-Upon receiving your order, please check through ALL items first to make sure your order shipped complete and everything arrived in good condition.

-If you are dissatisfied with any of our products we will exchange or replace it, or credit your account within 30 days of purchase, less shipping costs (note exceptions below).

-If you did not receive an item you ordered or find it damaged upon receipt, we will replace it at no cost to you. Please call **1.888.268.6366** and reference your Invoice/Packing Slip number and item numbers.

-You may return unused items only in good, saleable condition for a full refund. After 30 days if the item is still unused and in "like-new" condition, we will issue a credit.

***Exceptions:** Customized items, special orders, all books and media-related products (CDs, videos, DVDs) and any items that have been used are non-returnable.

Mail Returns to:
Centering on Children, Inc.
Attn: Returns
2004 Riverside Dr., Loft 2, Suite S
Asheville, NC 28804

Please include the following:
1) Copy of Invoice or Packing Slip (this is emailed to you or included with your order)
2) How you would like us to handle your return (exchange, credit, etc.)
3) Credit card information for proper credit

Please pack your returns carefully, as they are subject to charge if not received in saleable condition. You are responsible for return shipping charges unless otherwise arranged in advance. Original shipping charges are non-refundable; all International shipping charges are non-refundable.

SAFETY, SECURITY & PRIVACY

An important note on safety: Our products are designed for use with supervision. Please use good judgment and don't put yourself or others in positions where injury may result from misuse of the Tasks. We will not be held liable for injury caused by any item. No statement herein is a medical opinion.

Privacy Policy:

Protecting your privacy is a top goal of ours. We respect your privacy and will do everything we can to protect it. Our secure server utilizes advanced data encryption to protect your privacy. When you submit an order, your personal information is encrypted to prevent others from intercepting this data.

We take great care in storing and using your personal information. *Centering on Children will not sell, rent or distribute your customer information (including your email address) to anyone else.* We may use your contact information to send you email notices of new products, items of interest, sales, or our current newsletter. You may opt-out of future mailings through the automatic unsubscribe option.

We collect no personally identifying information from or about visitors that is not specifically and knowingly provided by those visitors. We collect information only for the purpose of: 1)Completing or supporting your order, or 2)Informing you of news or new products on our site. Collecting your information when you order through our website allows us to process your order and mail it to the address you provide. We will email you an order/shipping confirmation.

Who has access to the information we collect? Access to the information you provide us is available only to you, Centering on Children, Inc. and our credit card processing company.

We allow you access to all of your collected information to review or change it as needed at any time. If you believe that our website has collected incorrect information or would like to have your information removed altogether, please contact us: **information@shoeboxtasks.com**