ASPPA®
WORKING FOR AMERICA'S RETIREMENT

Bookstore Policies & Frequently Asked Questions

How will I know my order has been processed?

You will receive an e-mail confirming your order. Please be sure to include a correct e-mail address, or you will not receive a confirmation.

How do I place an expedited order?

You must place your expedited order by 1 p.m. ET for it to be shipped that day. To place an expedited order, you must fax a completed publications order form to 703.516.9308. You may also place your order online through the ASPPA Bookstore. Orders received after 1 p.m. ET will be shipped the following day via 2nd day delivery.

How do you calculate the shipping cost for publications other than The ERISA Outline Book?

Please Note: do not include shipping charges for any downloadable PDF product purchased. PDF products are delivered to your ASPPA account immediately, therefore there is no shipping charges. **PDFS CANNOT be returned when purchased because access is provided immediately.**

Product Subtotal	**Ground** (Approximately 10-14 days upon receipt of order)	**Ground Rush** (Approximately 5-7 days upon receipt of order)	**Air Rush 2nd Day** (2 days. Guaranteed if order is placed before 1 p.m. ET)	**Overnight** (Next day. Guaranteed if order is placed before 1 p.m. ET)
$120 or less	$6.50	$18.50	$26.00	$52.00
$121 - $225	$10.00	$22.00	$29.00	$58.00
$226 - $550	$12.00	$24.00	$33.00	$66.00
$551 - $650	$16.00	$28.00	$42.00	$84.00
$651 - $800	$20.00	$32.00	$55.00	$110.00
$801 - $1000	$25.00	$37.00	$62.00	$124.00
$1001 - $1300	$30.00	$42.00	$80.00	$160.00
$1301 - $1650	$35.00	$47.00	$91.00	$182.00
$1651 - $2000	$40.00	$52.00	$103.00	$206.00
$2001 - $2400	$42.50	$54.50	$112.50	$225.00
$2401 - $3000	$45.00	$57.00	$137.00	$274.00
$3001 +	$75.00	$100.00	$150.00	$300.00

What are the shipping costs for *The ERISA Outline Book*?

Ground	Ground Rush	Air Rush 2nd Day	Overnight
$35.00	$45.00	$75.00	$150.00

Shipping prices apply to each set of The ERISA Outline Books purchased.

Example: Shipping and handling for 2 sets of The ERISA Outline Book shipped regular ground would cost $70.00.

Is international shipping available?

International shipping is available by faxing a completed publications order form to 703.516.9308 or placing your order online through the ASPPA Bookstore. Delivery time will depend on country of destination and courier service. **International purchasers are highly encouraged to place their orders well in advance of the time the books are needed. International shipping normally takes several weeks**. Shipping fee will be 20% of the order total.

What is the shipping time on my order?

Shipping Option	Shipping Time
Ground	Approximately 10-14 days **from day order is received**
Ground Rush	Approximately 5-7 days **from day order is received**
Air Rush 2nd Day	2 days **from day order is received** (order must be placed **online** by 1 pm ET)
Overnight	Next day **from day order is received** (order must be placed **online** by 1 pm ET)

What happens if an item is out of stock?

You will not be charged for an item until it is in stock. As soon as the item becomes available, it will be shipped via the shipping method you chose when you placed your order.

What is the return policy?

Most items (see below for exceptions) may be returned for a refund minus a 10% restocking/order cancellation fee within 30 days of purchase provided the condition is unused. Refunds are issued only upon receipt of items in the ASPPA Book Department and after the condition of items have been confirmed. Shipping costs are not refunded.

Which items cannot be returned?

Returns are not accepted for any electronic documents, including all PDF documents and the Online Version of *The ERISA Outline Book*.

How can I return an item?

All returns must be sent to the address below. Returns sent to any other address may have a rerouting fee applied.

ASPPA Returns
9 Jay Gould Court
Waldorf, MD 20602

How do I place my order?

There are 3 ways to order publications:

1. **Online:** You can order online at the ASPPA Bookstore at www.asppa.org/bookstore.
2. **Mail:** You can mail the publication order form, with payment, to: ASPPA-Publications, P.O. Box 34725, Alexandria, VA 22334-0725.
3. **Fax:** You can fax in the publications order form to ASPPA at 703.516.9308. Important: fax **all** pages of the form. **Credit card information must be included.**

How do I access an electronic publication or PDF document once I order it?

To access electronic publications, visit www.asppa.org/access-electronic-publications. You must have an ASPPA account to access and download your documents. Once you are in your account, you will see a list of all of your available downloads.

When will I receive access to the online edition of The ERISA Outline Book?

Online Edition purchasers of The ERISA Outline Book will receive log-in information via e-mail within 3-5 business days after purchase.

Does ASPPA offer discounts on publications?

A 10% discount off the member pricing* is available on orders of 10-19 copies of the same publication shipped and billed to a single contact. A 20% discount off the member pricing* is available on orders of 20 or more copies of the same publication shipped and billed to a single contact.

*Discounts do not apply if orders occur separately; if ordering in bulk, the ASPPA member pricing applies. Discounts do NOT apply to *The ERISA Outline Book*, RPF Courses (PDF format only) or practice examinations. To receive the discount, please contact ASPPA Customer Support at 703.516.9300 between 8:30 a.m. and 5:30 p.m. Eastern time. Discounts are not available on orders placed online.