

## THREE EASY ORDERING OPTIONS

1

### Purchase Order (by fax or mail)

Include shipping charge.  
Include contact name and number.  
Fax: (310) 846-4859

2

### Check (by mail)

Include a list with item numbers  
and shipping address. (A printable  
order form is available online.)

3

### Credit Card (by phone or online)

Visa, MasterCard, Amex, or Discover  
Call: (800) 711-2670 or go online:  
[www.CharacterCounts.org](http://www.CharacterCounts.org)

## SHIPPING INFORMATION

*All non-express orders are shipped via FedEx ground service.  
Please allow 2-4 weeks for processing and delivery.*

- **Express shipping** is available at an additional charge. (Please also allow one business day to process the order.)
- **International Orders.** Please contact Customer Services at [customerservice@jiethics.org](mailto:customerservice@jiethics.org) or by phone to calculate shipping costs prior to placing your order. International credit card orders may be placed by calling (310) 846-4800 or through our online store as explained below right. NOTE: All customs, brokerage, and/or import fees are the responsibility of the recipient. Please be aware of expenses incurred when receiving materials. Customers are responsible for return shipping fees if packages are refused.
- **USPS.** Available for international and military orders. Please contact Customer Services.

## RETURNS POLICY

- Returns/exchanges can be made no later than four (4) weeks from delivery date for credit toward support materials from our store. Delivery date is determined by the FedEx tracking system.
- Please plan ahead in placing orders so you can open and confirm delivered materials within the four-week time period.
- This policy applies year-round, even during summer months when schools are not in session. *If you are ordering for a school, please confirm receipt of your order if it arrives when school is out.*
- Items sold in sets, packs, or kits cannot be returned separately; the entire set/pack/kit must be returned.
- Unless the materials were damaged in shipping, you must return all items in saleable condition as determined by Josephson Institute.
- Shipping/handling charges are non-refundable.

## REFUNDS/PAYMENTS

- Refunds are only available if:
  - Delivered materials are damaged. Refunds will be issued only for the damaged items.
  - Materials are delivered after promised date. *Both vendor and customer must have previously agreed on the delivery date.*
- Materials become non-refundable four weeks after the delivery date.
- In circumstances other than those specified above, customers may only return materials for credit toward other support materials.
- Orders paid by credit card can only be refunded as a credit to the card used.
- Josephson Institute will *not* accept payment from a credit card "rented" by a customer from a credit organization.

## RETURNS PROCEDURE

- Contact Customer Services at (800) 711-2670 to receive a receipt confirmation number. If you have received damaged goods, please contact Customer Services immediately so we may file a claim with FedEx.
- Along with the return items, please include a copy of your invoice and notes explaining the reason for the exchange and identifying any damaged items.
- We strongly recommend using a shipping method that has tracking or signature-upon-receipt services.
- We cannot be responsible for items lost or damaged during return shipment.
- Credits will be issued within 30 days of receipt of returned materials.

## AVAILABILITY/PRICING

- Items are subject to availability and may be discontinued or redesigned without notice.
- Items on back order will be shipped separately upon availability.
- Prices are subject to change without notice.
- Prices may exceed direct production costs. This helps the nonprofit Josephson Institute defray other expenses, including those related to production.

## DISCOUNT INFORMATION

Coalition members receive a 10% discount (not valid with other discounts). Please note your membership when ordering.

## WHEN ORDERING ONLINE AT [www.CharacterCounts.org](http://www.CharacterCounts.org)

**You'll find a complete online catalog with pictures and prices.**

You will receive an order confirmation after you place your order.

Please allow one business day for processing.

**Delivery takes 2-4 weeks unless you select express options.**

There are printable versions of the catalog and an order form online.

### EXPRESS SHIPPING OPTIONS (Additional Charge)

FedEx 3 Day

FedEx 2 Day

FedEx Standard Overnight  
(afternoon delivery)

FedEx Priority Overnight  
(10:30 a.m. delivery)

FedEx First Overnight (9:00 a.m. delivery)

## CONTACT INFORMATION

**When contacting us, please refer to your invoice and customer number or your online order number.**

### Customer Services Department

tel: (800) 711-2670

e-mail: [customerservice@jiethics.org](mailto:customerservice@jiethics.org)

fax: (310) 846-4859

### CHARACTER COUNTS! National Office

9841 Airport Blvd., Suite 300  
Los Angeles, CA 90045