

Shipping & Product Policy

Effective: January 1, 2016

PRODUCT & SHIPPING:

- To place a product order, you can:
 - Print out the order form (on the homepage), fill it out and fax or mail with payment (check, money order)
 - Place your order online (credit card sale)
- Product orders must be paid in full before they are shipped.
- Product orders are shipped within 3-5 business days of the date full payment is posted.

SHIPPING & HANDLING (S&H) FEES & POLICY:

- Shipping and Handling (S&H) is charged accordingly--see the chart below for pricing details:

Shipping & Handling Charges	
- U.S. Priority Mail -	
If your product totals.....then S&H is...	
\$ 0.00 - \$ 30.00	\$ 9.50
\$ 30.01 - \$ 45.00	\$ 10.50
\$ 45.01 - \$ 65.00	\$ 13.50
\$ 65.01 - \$ 80.00	\$ 15.50
\$ 80.01 - \$100.00	\$ 18.00
\$100.01 - \$150.00	\$ 20.00
\$150.01 - \$200.00	\$ 23.00
\$200.01 - \$250.00	\$ 25.00
\$250.01 - \$300.00	\$ 27.00
\$300.01 - \$350.00	\$ 30.00
\$350.01 - \$500.00	\$ 33.00
\$500.01+ or Other Delivery Requirements - Call Jones Institute – 760-942-0647	

International Shipping

International shipments
are usually double the US
rate+10% and are sent
USPS Global
Priority Mail.

- Product is shipped to the address you provide. For orders where product is returned due to insufficient/incorrect address or because receiving party did not pick up goods per the Shipper, customer will be responsible for prepaying the S&H in order to resend product.

RETURNS / EXCHANGES:

- Returned items that are not defective or damaged will incur a \$10.00 restocking fee. S&H is not refundable. Items must be returned no later than two weeks from the shipped date for a refund less the stocking fee and S&H. Please contact us for a return. Orders brought to our attention more than two weeks past the shipment date will not be returnable for a refund (less stocking fee and S&H).
- An exchange at customers request may be done at Jones Institute discretion however, the exchanged product must be returned at the customers expense. S&H will be recharged and prepaid before the new product is sent out. Jones Institute must be notified regarding an exchange within two weeks of the shipment date. Orders brought to our attention more than two weeks past the shipment date will be void for exchange. If the exchange is due to Jones Institute error we will exchange the item at no additional cost to the customer.
- If you receive damaged goods, please keep the product and packaging and contact Jones Institute. You must contact us within 30 days of the ship date in order to process a damaged shipment. Orders brought to our attention 30 days past the shipment date will belong to the customer as is, as we will be unable to file a claim with the carrier.

*Jones Institute prides itself in providing you with the best service possible.
Your satisfaction is very important to us and we will make every effort to make the order right.
Please do not hesitate to contact us at the number or email above.
Thank you!*

Jones Institute reserves the right to amend this policy without notice at anytime.