

EAI Order Information & Policies



Order online! Shipping is calculated automatically for orders within the US and most international orders.

Go to www.emotionsanonymous.org/eai-literature/online-store.html

Or call us at +1 (651) 647-9712

Or email Shipping@emotionsanonymous.org to place your order!

Order Information:

- Shipping cost is determined by weight. Please call for cost or email Shipping@emotionsanonymous.org.
- Please allow a minimum of 2-3 office working days for order to be processed, once received.
- A 10% discount off your order total (excluding shipping/handling) may be applied when you make a donation of \$30.00 (minimum). The discount has a maximum of \$10.00 off.
- Once the order is shipped, you will receive tracking information from Pitney Bowes (no-reply@sendpro360.pitneybowes.com) or via PayPal if shipping international. Receipts will also either be emailed or printed and sent along with the order if requested.
- **Please expect a minimum of 2 weeks for delivery once shipped.** We ship on Tuesdays and Thursdays typically, but we cannot control the US Postal Service. *If you would like to pay for faster shipping, you may do so. Please let staff know when ordering.*
- *Prices are subject to change.*

Insurance Policy:

If you choose to add insurance to your purchase and your material is lost or damaged during shipment, the insurance will cover all replacement costs. If you choose not to purchase insurance EA International is not responsible for any damaged or lost items. If you want replacements but did not add insurance to your original order, you will have to pay the full cost of the order, shipping and handling.

Refund Policy:

If for any reason you need to return a purchase, you must contact the EAI office within **two weeks** of the *delivery date of your purchase* to inform us of your wish to make a return. Materials must be shipped no later than two weeks after this notice is given. Shipping costs are the responsibility of the purchaser. The charges for returns made outside of this timeframe will not be reimbursed without prior approval.

Payment Information: Payment should be in US dollars.

- Payment may be sent through **PayPal**, using the e-mail address (orders@emotionsanonymous.org).
- Payment may be sent through the mail by check or money order. *Cash is not preferred but is accepted.*
- Payment may be made over the phone by credit/debit card (Visa, MasterCard, Discover, or American Express). We cannot accept gift cards.
- If you cannot provide payment in US currency and have access to the internet, please send payment through **Wise.com**, using the e-mail address (director@emotionsanonymous.org).
- If you cannot provide payment in US currency and do not have access to the internet, please contact our accountant at orders@emotionsanonymous.org and Sandy will help you figure out the best way to send payment.

Mail to:

EA International
PO Box 4245
St. Paul, MN 55104-0245
U.S.A.

www.EmotionsAnonymous.org
Shipping@emotionsanonymous.org
[+1 651-647-9712](tel:+16516479712)

Office Hours:

Tuesday — Thursday
12 pm (Noon) - 5 pm
Central Time