



IACT Shipping Policy

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural. Thank you for Your membership to the IACT. The following terms and conditions constitute Our Shipping Policy.

Definitions

For the purposes of this Disclaimer:

- "**Association**" (referred to as either "the Association", "We", "Us" or "Our" in this Disclaimer) refers to the International Association for Counselors & Therapists (IACT).
- "**Items**" means a package sent to you from us.
- "**Service**" refers to the Website.
- "**Website**" refers to www.iact.org.
- "**You**" means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Foreign and Domestic Shipping Policy

Shipment processing times

All certificates are processed within 3-7 business days and are not shipped or delivered on weekends or holidays.

The Association utilizes the *United States Postal Service* (USPS) for **ALL** post mailings, including international.

Shipping rates & delivery estimates

Shipping is included in Your membership fees. However, if You wish to upgrade to an alternate shipping service You will be responsible for any fees associated and must email a pre-paid shipping label to services@iact.org.

Overnight delivery is only available (additional charge) for members within the continental United States.

Once post mail leaves the corporate office we have no control over shipping delays, delivery issues or otherwise, which can occasionally occur.

Please confirm Your **PRIMARY** address is complete and correct. **Contact the Association to make changes.**

Additional fees will be charged if mail is returned to the Association due to incorrect or incomplete primary shipping address, unable to forward or if unclaimed.

Shipment to P.O. boxes or APO/FPO addresses

The Association ships to U.S., U.S. Territories, APO/FPO/DPO and International addresses.

Shipment confirmation & Order tracking

When available, once Your package has shipped, You will receive a Shipment Confirmation Email from the United Postal Service containing a tracking number(s).

Once a package leaves the corporate office We have no control over shipping delays, delivery issues or otherwise.

Customs, Duties and Taxes

The Association is not responsible for any customs and taxes applied to your shipment. All fees imposed during or after shipping is the sole responsibility of the member (tariffs, taxes).

Damages

The Association is not liable for any items damaged or lost during shipping. If You received your items damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

Contact Us

If You have any questions about this Shipping Policy, please contact us:

- By visiting this page on our website: www.iact.org
- By sending us an email: services@iact.org