

Supporting Science, Inc.
Business Policies

Hours of Operation

Monday – Friday 9 am to 5 pm.

Terms of Payment

Net 30 business days on PO from school/district

At time of sale otherwise

Payment Methods

School/District check, Cash, Credit card (Visa, Mastercard, AMEX, Discover)

Shipping

When inventory is available orders will be shipped the same day if received by 2 pm or the next day.

When inventory must be ordered to fulfill, orders will be shipped within 7 business days.

Most orders are shipped via UPS delivery

Cancellations

Item orders canceled prior to shipment will not be charged a fee.

Item orders canceled after shipment can be returned for a refund as long as no packages have been opened and cut apart and all pages are returned in original packaging.

Return shipping is at the expense of the person returning the item(s).

Professional development sessions canceled less than 14 days from the event will be charged 25% of agreed upon fee for time in planning.

Professional development sessions canceled within 7 days of event will be charged 50% of agreed upon fee for time in planning and 100% of travel expenses that are not refundable to presenter.

Returns

All returned items must be in original package, all pages present, and not cut apart. A re-stocking fee of 10% will apply and shipping is at the expense of the person returning the item(s).

Guarantees

Defective item sets will be replaced free of charge. If the set contains one or two parts with errors, only those replacement cards may be provided.

Damage that occurs to pages during lamination or cutting is the responsibility of the purchaser.

Contact us and we'll see if we can help in any way.

Mailing Address:

Supporting Science, Inc.

Rosemary Martin

275 Campfire Way

Smithville, TX 78957