

# Ordering and Shipping Policies

## General Ordering Policies

- While online orders are preferred, orders may also be placed via email, mail, or phone.
- Physical items are sent within 7 business days. Exception – bulk orders will be mailed within 14 business days. Rush orders are requests for immediate shipment and are subject to availability and a minimum of \$20 Rush Fee, depending on where it is being sent. Please contact the office to arrange.
- Downloadable products (PDFs, Mp3, Mp4) are available for 60 days, or 5 download attempts, whichever comes first.
- Orders must be paid in full prior to shipment, they will be sent to only one destination and only one receipt will be issued per order. This includes bulk orders.
- Duties, taxes, VAT and tariffs are the responsibility of the recipient.
- Bulk Orders are available to trainees in Professional *Feldenkrais* Training Programs. A minimum order of 30 items is required, some items\* are excluded from this offer. Discount is 15% off retail. May not be combined with other discounts or offers. All trainees must have an active IFF user account or sign and return an EULA before the order will be shipped. Physical items will be sent to the training location for distribution. Downloadable products require an active IFF user account for digital delivery. Questions? Please write to [dc@iffmaterials.com](mailto:dc@iffmaterials.com).



*\*Excluded products include but are not limited to: Individual Alexander Yanai lessons, Individual Amherst Evening Lessons, Moshe's Photo.*

## Shipping and Handling

The IFF DC serves an international community. In keeping with its mission to make the valuable resources of Dr. Moshe Feldenkrais' materials available to all practitioners and trainees, shipping and handling fees have been included in the price. This allows materials to be equally accessible to those residing outside of the United States.

Taxes and tariffs are sometimes charged on materials sent outside of the USA and are paid by the recipient. All those who purchase items receive the same benefit of the DC being incorporated in the state of Oregon, which has no sales tax – a savings that everyone can appreciate!

## Methods of Payment

- Visa, Mastercard, American Express, and Discover credit cards. Online orders may also be processed with PayPal.
- Check or Money Order – Payable to the IFF Distribution Center.
- Wire Transfer – Payable to the IFF Distribution Center. Email [dc@iffmaterials.com](mailto:dc@iffmaterials.com) for wire transfer information. A fee of \$16 will be added to all orders paid by wire transfer.

## Incomplete Orders

Incomplete orders are those that cannot be processed for a specific reason, such as missing information. We will email the sender of incomplete orders so that you may provide the missing information or place your order again. The DC staff is here to assist you.

## Returns and Refunds

- Purchased physical materials may not be returned unless found to be defective. If a duplicate copy is mistakenly purchased within a single order, and the error is caught by the customer *prior to the item being shipped* (if physical) or *prior to the item being downloaded* (if virtual), a refund exception will be considered. Please contact [dc@iffmaterials.com](mailto:dc@iffmaterials.com) with the Order ID number and the specific request.
- If an item is defective, or the DC makes a shipment error, notify the DC and return the material to the DC office in a timely manner. Upon receiving the returned material and a shipping receipt, the DC will ship the correct material and issue a refund via PayPal to you for the postage paid to return the material.
- If the DC receives a returned shipment because it was refused or not picked up promptly, the recipient must pay the shipping fees to have the materials re-sent.

## Lost, Stolen, Destroyed Digital Materials Policy

A 50% discount coupon *may* be offered to those who have lost a digital item due to a computer crashing, being stolen, or any other reason etc. This requires proof of purchase. The coupon will only be issued for use to replace the item(s) which were previously purchased. This offer is available at the discretion and decision of the DC Manager and IFF DC Board of Directors.