

GENERAL POLICY INFORMATION

Visa, Mastercard, American Express, Discover card and PayPal are accepted. Sorry no C.O.D's or Personal Checks accepted. All orders ship Monday through Friday only. No weekend/holiday shipments. A valid email address is required on all orders for informational updates. Customers must check and read their email up until their order is delivered. It is the customer's responsibility to enable their email account to accept email pertaining to their order. Enter your Shipping information exactly as it appears on your credit card or bank statement. If the address information does not match what the credit card company has on file, your order can not be processed. Next Business Day Orders must be received before Noon Eastern Standard Time. Most orders received before 4pm ship the same day. Orders will ship within three to five business days unless otherwise specified. For international orders, we accept PayPal payments only. We do not ship International orders made with credit card as payment. If you'd like to receive products from us and reside outside of the U.S., please send an International Money Order in U.S. Dollars International Shipping charge \$26.95 (Global Express 2-3 Days) Shipping charges are not refundable. All items will be shipped promptly when the order is received. Tracking number will be e-mailed to you when the package leaves our post office. We encourage you to buy more than one item so you can save on shipping.

IMPORTANT NOTICE:

Credit card fraud is a very serious federal offense and we will aggressively prosecute anyone attempting to misuse a credit card number at our website. If you attempt to misuse a credit card or any other form of payment at HorizonMinds Consulting Services, Inc., you will be pursued and prosecuted for a federal offense to the full extent of the law. We do not ship ANY ORDERS until we are satisfied that the transaction is clean. We reserve the right to cancel, delay or request additional verification should we decide an order is suspicious or fraudulent

Shipping Charges

We offer the following shipping methods and delivery times:

Standard:

Ground (3-5 Days) (\$7.95)

Express:

Air (1-2 Days) (\$21.95)

Overnite:

Next Business Day (\$33.95)

For shipments to Alaska, Hawaii and Puerto Rico an additional \$2.50 freight

surcharge per order will be added to the above charges.

An extra \$7.99 per item will be added to the above charges for overweight and oversized items.

Additional freight charges for shipment outside of the United States:

Australia
\$24.95

Canada
\$21.95

France
\$24.95

Germany
\$24.95

United Kingdom
\$21.95

Virgin Island Of The Us
\$3.00

An additional \$ 26.95 freight charge per order will be added for shipment to countries not shown above.

Taxes

We do not charge or include taxes.

Order Cancellation Policies

Orders can only be cancelled before they are shipped.
Once merchandise is shipped there will be no refunds, exchanges only.

Return Policies

No refunds, Exchanges only on (VHS, DVD & CD's) within 10 days.
No exchanges on damaged items.
No merchandise will be accepted for exchange without a return merchandise authorization (RMA).
VHS, DVD & CD's can be exchanged (only if defective) for the same item only.

Ordering Policy

If you have a problem placing an order or have any questions about your order, email horizonmind@netzero.com. We reserve the right to cancel, delay or request additional verification, should we suspect an order is fraudulent.

DVD Orders

Please verify that your DVD player supports the following media before finalizing DVD orders. We use DVD+R discs, and Commercial Press Factory DVD discs. It is the customer's responsibility to know what types of dvds their players will play. Please contact us with any questions, comments or concerning at the following email address, email horizonmind@netzero.com before placing the order.

Shipping Information

All items will be shipped promptly when the order is received and has been completely verified. Orders shipped within the United States are shipped by USPS Priority mail with a signature confirmation. Customers are provided with a tracking number once the order has been shipped. Visit site: www.usps.com to track packages. (Allow 3-7 days for delivery). We encourage customers to order more than one item, to save on the shipping cost. Customers may purchase insurance for their packages at an additional cost. Ordering allows you to select shipping methods which must be included for transaction to complete. International Orders are shipped USPS Airmail and customers are provided with a customs number and an estimated time of delivery. Additional shipping cost may apply to some countries. Any additional cost arising from charges from country's customs is the customer's responsibility.

Right of Refusal

We reserve the right to refuse any order, or international order, we are unable to verify.

Store Privacy Policies

We do not share your information with anyone