



Bookstore Policies & Frequently Asked Questions

How will I know my order has been processed?

You will receive an e-mail confirming your order. Please be sure to include a correct e-mail address, or you will not receive a confirmation.

How do I place an expedited order?

You must place your expedited order by 1 p.m. ET to be shipped that day. You may also call the ASPPA Book Order Department at 301.645.8001 or fax a completed publications order form to 301.843.0159. Orders received after 1 p.m. ET will be shipped the following day.

How do you calculate the shipping cost for publications other than The ERISA Outline Book?

Product Subtotal	Ground (Approximately 10-14 days upon receipt of order)	Ground Rush (Approximately 5-7 days upon receipt of order)	Air Rush 2nd Day (2 days. Guaranteed if order is placed before 1 p.m. ET)	Overnight (Next day. Guaranteed if order is placed before 1 p.m. ET)
\$120 or less	\$6.50	\$18.50	\$26.00	\$52.00
\$121 - \$225	\$10.00	\$22.00	\$29.00	\$58.00
\$226 - \$550	\$12.00	\$24.00	\$33.00	\$66.00
\$551 - \$650	\$16.00	\$28.00	\$42.00	\$84.00
\$651 - \$800	\$20.00	\$32.00	\$55.00	\$110.00
\$801 - \$1000	\$25.00	\$37.00	\$62.00	\$124.00
\$1001 - \$1300	\$30.00	\$42.00	\$80.00	\$160.00
\$1301 - \$1650	\$35.00	\$47.00	\$91.00	\$182.00
\$1651 - \$2000	\$40.00	\$52.00	\$103.00	\$206.00
\$2001 - \$2400	\$42.50	\$54.50	\$112.50	\$225.00
\$2401 - \$3000	\$45.00	\$57.00	\$137.00	\$274.00
\$3001 +	\$75.00	\$100.00	\$150.00	\$300.00

What are the shipping costs for The ERISA Outline Book?

Ground	Ground Rush	Air Rush 2 nd Day	Overnight
\$30.00	\$40.00	\$60.00	\$120.00

Shipping prices apply to each set of The ERISA Outline Books purchased.

Example: Shipping and handling for 2 sets of The ERISA Outline Books shipped regular ground would cost \$60.00

Is international shipping available?

International shipping is available by calling the ASPPA Book Order Department at 301.645.8001. Delivery time will depend on country of destination and courier service. Shipping fee will be 20% of the order total.

What is the shipping time on my order?

Shipping Option	Shipping Time
Ground	Approximately 10-14 days
Ground Rush	Approximately 5-7 days
Air Rush 2 nd Day	2 days (order must be placed by 1 pm ET)
Overnight	Next day (order must be placed by 1 pm ET)

What happens if an item is out of stock?

You will not be charged for an item until it is in stock. As soon as the item becomes available, it will be shipped via the shipping method you chose when you placed your order.

What is the return policy?

Most items (see below for exceptions) may be returned for a refund minus a 10% restocking/order cancellation fee within 30 days of purchase provided the condition is unused. Refunds are issued only upon receipt of items in the ASPPA Book Department and after the condition of items have been confirmed. Shipping costs are not refunded.

Which items cannot be returned?

Returns are not accepted for any practice exam or for the PDF versions of the Retirement Plan Fundamentals (RPF) Courses.

How can I return an item?

All returns must be sent to the address below. Returns sent to any other address may have a rerouting fee applied.

**ASPPA Returns
9 Jay Gould Court
Waldorf, MD 20602**

What is the last date I can order books for 2009?

Publications can be ordered until December 15, 2009. 2010 Publications will be available for purchase after January 1, 2010.

Can I order by phone, fax, or mail?

Yes. There are 4 ways to order publications:

1. **Online:** You can order here online.
2. **Mail:** You can mail the publication order form, with payment, to: ASPPA-Publications, P.O. Box 79918, Baltimore, MD 21279-0918.
3. **Fax:** You can fax in the publication order form to the ASPPA Book Order Department, 301-843-0159. Important: fax all forms. Credit card information must be included.
4. **Phone:** You can place an order by calling 301-645-8001 between 9:00am and 5:00pm Eastern standard time. Please have your credit card information available.

Does ASPPA offer discounts on publications?

A 10% discount* is available on orders of 10-19 copies of the same publication shipped and billed to a single contact. A 20% discount* is available on orders of 20 or more copies of the same publication shipped and billed to a single contact.

*Discounts do not apply if orders occur separately. Discounts do NOT apply to The ERISA Outline Book, RPF Courses (PDF format only) or practice examinations. To receive the discount please contact TASCOS at 301.645.8001 between 9:00 a.m. and 5:00 p.m. Eastern time. Discounts are not available on orders placed online.