



Ordering Policies

Prices

Prices listed on our website, in our catalogue, and in other promotional materials reflect the current price as of the date of the printing. All prices listed are in U.S. dollars and payment must be received in U.S. dollars. Prices may change at any time without notice. To confirm the price of an item you are interested in purchasing, please call us at (410) 604-3309 or (800) 456-6542 or email schoolprograms@touchstones.org.

Shipping

Shipping fees are as follows within the contiguous United States: for orders totaling up to \$99, the fee is \$15; for orders totaling between \$100 and \$499, the fee is \$25; for orders over \$500, the fee is 5% of the order total (before any discounts are applied). Please allow up to three (3) weeks for deliveries. Some orders may arrive in multiple shipments. Rush shipping is available upon request; please call or email us for an estimate. Touchstones can charge shipping to a 3rd party account, as long as specific 3rd party shipping account information is provided at the same time the order is placed. All 3rd party shipping requests will incur a \$15 handling fee. For orders outside of the contiguous United States, please call or email us for a shipping estimate.

Returns

Materials may be returned within 30 days of receipt provided they are unmarked, unused, and in the same condition they were in when they were received. Touchstones will refund you the purchase price minus 30% for a restocking fee and does not refund or reimburse any shipping costs.

Accepted Forms of Payment

We accept Purchase Orders from educational institutions. We also accept Visa, MasterCard, and American Express. We do not accept Discover. Payment for our print volumes is due upon receipt and payment for digital volumes is due upon account creation. If you purchase a custom or in-service professional development workshop, we require a 50% deposit to secure dates of service.