

Shipping Policy:

Enter a U.S.-eligible delivery address.

All shipping will be through **USPS**, Book Rate, Media Rate or most economical method unless customer pays for faster service.

*When actual shipping costs exceed \$7, customers will be contacted to approve and pay actual costs.

Shipments to **Canada** , or other USA locations where special shipping rates apply, must have actual shipping costs quoted.

Return Policy / Refund Policy:

All returns must be pre-authorized!

*A Material Return Authorization form must be completed and included with the return.

Books must be returned within 7 days of receipt, and only by pre-authorization.

Returns after **30 days** from delivery date will not be accepted. If merchandise is defective or damaged in shipping, customer must notify NWSM immediately. If damaged in shipping, customer must also notify the shipping agency of damage as soon as possible.

All returns must be in like new condition, unused, no modifications.

No **digital media** will be accepted for return except for defectiveness.

Return shipping will be paid by customer, unless pre-authorized due to defects or errors by NWSM.

For returns within the United States and the order is valued at \$100 or more, **insure** the shipment for the value of the merchandise and ship your return with a **signature shipping service**. Items valued over \$35 must be returned to the seller with a **trackable shipping service**. For items below \$35, we suggest USPS delivery confirmation service. If a package doesn't arrive and you don't use a trackable method to return or if you refuse the shipment as a method of return, we will not be responsible for refund or loss.

Contact Information:

Mail: Northwest Science Museum, PO Box 888, Nampa, Idaho 83653-0888

*Ship To: (will be given at time of Pre-Authorization)

Email: info@northwestsciencemuseum.com

Phone: 208.972.6288

*Note: Mail or packages are not accepted at Northwest Science Museum's Vision Center.