



DIVERSITYINFORMATIONRESOURCES

# Refunds, Cancellations & General Customer Service

Questions? Please contact DIR between 8:30-4:30 CST, Monday-Friday at 612-781-6819 or email us at [info@DiversityInfoResources.com](mailto:info@DiversityInfoResources.com). Phone calls and emails are typically returned within one business day.

## REFUND POLICIES

### Printed Directories

NO REFUNDS unless items are damaged during shipping. Please report damages within 5 business days of receipt by calling DIR for a return authorization. Return postage is not refunded/reimbursed.

### “Purchasing People Online” Database Access and e-books

NO REFUNDS

### Seminar Cancellation/Refund

Attendee substitutions may be made at any time. Cancellations received within 14 days of the seminar are subject to a \$500 cancellation fee. No refund issued for cancellations made within 7 days of the seminar start date.

### Timeline

Refunds are issued within four weeks. This time period includes the product transit and check/bank processing time.

## PAYMENT

DIR accepts Visa, MasterCard, American Express and Discover credit cards issued by U. S. or Canadian banks.

## SHIPPING

All printed directory orders are processed within 2-3 business days unless next- or second-day shipping is requested.

### Rates

Standard (allow 5-7 days for delivery)-\$0.00  
Expedited (allow 3-5 days for delivery)-\$15.00  
2nd Day (order must be received by 2 pm CST)-\$25.00  
Next Day (order must be received by 2 pm CST)-\$40.00  
International-\$50.00

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