



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. Phone calls and emails are typically returned within one business day.

REFUND POLICIES

Printed Directories

NO REFUNDS will be issued unless items are damaged during shipping. Please return damaged directories within 60 days of receipt. NO REFUNDS will be issued after 60 days. Return postage is not refunded/reimbursed.

“Purchasing People Online” (Supplier Diversity Contacts) Online Database Access
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

January 2017