

## Frequently Asked Questions

### Ordering Information

Q. How can I pay for my order?

A. We accept payment by cheques, local bank transfers and PayPal.  
For cheque payment, please issue the cheque payable to "Scharff Activity-Based Learning Centre". We welcome local bank transfer, please contact us for the bank account information for your payment transfer.

Q. Your on-line ordering process seemed to require payment via PayPal only. I do not wish to make payment via PayPal, can I still place an order online?

A. Yes. You have the option to checkout without creating a PayPal account. Just continue the checkout process by clicking on the "Continue" link on the left hand side of the PayPal screen.

Q. How much are the shipping charges?

A. For delivery within Singapore, delivery will be made by registered post to ensure prompt delivery, the charges will be SGD5.00 per order, regardless of quantity. Orders over SGD80.00, delivery charges is waived. For delivery outside of Singapore, actual shipping rates will apply. Please email us for the shipping quotation.

Kindly confirm your address and telephone number in your order and notify us immediately of any changes. For re-deliver of returned packages, the full shipping fees will be charged.

### Return and Tracking Order

Q. When will I receive my order?

A. We strive to maintain inventory on all items at all times. If your order is for multiple items, and not all are in stock at the time of the order, we will ship the products, via standard shipping methods, as soon as possible, at no extra charge. All orders will be shipped via Singapore Post Service. We ship every Monday to Friday, except for Singapore public holidays. For all deliveries will be made by registered post. Estimated delivery within 2 to 5 working days to major cities of the world

Q. What is your return policy?

A. We will make a full refund within 15 business days if you are dissatisfied with your purchase due to

1. An error on our part
2. If the book does not arrive 15 business days past the estimated delivery date

Please note that any refund will be processed in the same way as you made the payment, unless you request otherwise.

We regret to inform that we are unable to make a refund for CDs.