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### **Payment Information**

The Center accepts credit card payments online through this secure store.

To pay by check, simply print out your completed shopping cart page and mail it to us at the address above along with your payment.

To pay by purchase order, please print out your completed shopping cart and fax it to us along with your company issued purchase order/payment voucher to 410-461-8324.

### **Shipping Policy**

Shipping & Handling: All hardcopy orders are processed within three business days.

Destination

Method

Shipping Time

Continental U.S.

UPS Ground

3-7 business days

AK, HI

UPS 2nd Day Air

2 business days

International

USPS Parcel Post

4-12 business days

Shipping and Handling fees will be calculated upon checkout.

If you would like your item shipped next day or 2nd day, please call the Center at 410-461-8323.

**Return Policy**

You may return most\* Center items purchased from our store for a full product refund within 30 days of the packing slip date. We cannot accept items that are returned more than 30 days after the packing slip date, are not in their original condition and packaging, or are missing parts. Shipping and Handling fees are non-refundable unless the wrong product was sent to you.

\*We cannot accept returns on any media (CD, etc.), clothing, electronic documents or Specials.

To return an item, please pack the item(s) along with the packing slip securely in a box.  
Mail the package to:

Center for Watershed Protection  
Attn.: Publications  
8390 Main Street, 2nd floor  
Ellicott City, MD 21043

Delivery confirmation is recommended to ensure your package was received.

*Refunds* - Once the returned item is received and approved, a refund of the product price (excluding Shipping & Handling) will be made using the original payment method. Credit card refunds will be made within 10 business days. This credit will be identified as Go-Emerchant on a credit card statement. Check refunds will be mailed within 30 days to the billing address on the original order.

**Bulk Rate Policy**

Center for Watershed Protection publications and CDs are eligible for bulk discount pricing if 10 or more of the same item are purchased.

# Items Ordered

Discount

10-29 items

5% off

30-49 items

10% off

over 50 items

15% off

These discounts are only given to orders placed via telephone or fax. Certain restrictions may apply based on current inventory levels. If you would like to place an order or would like more information please contact the Center at 410-461-8323.

### **Privacy Policy**

To provide you with the highest level of service, we have teamed up with goMerchant.com for handling our online orders. [Read the Privacy Policies of the Center and our third party providers here](#)