

# Shipping Policy

**Review our shipping and returns policy so that we may better serve you.**

KEEP BOOKS would like to ensure that your order is delivered in the most effective way possible and that you are satisfied. Please review the shipping and returns policy so that we can better serve you.



**Delivery time:** Orders placed before 12 p.m. EST using cash, check, or credit card are processed the same day as their arrival at the KEEP BOOKS office. Orders received after 12 p.m. will be processed next day. Orders placed using a purchase order will be filled within 48 business hours of arrival. All orders being shipped to a location within the contiguous U.S. are sent UPS Ground. A street address must be provided. UPS Ground should deliver your order within 1-5 business days. Someone must be present to sign for the delivery. Contact a customer service representative for shipping options outside the contiguous U.S. (orders shipped to Alaska, Hawaii, internationally, or to a PO or APO box).

**Shipping / Handling Cost:** Shipping and handling cost on any order shipped within the contiguous U.S. is 10% of the total order. There is a minimum shipping and handling charge of \$8.95. Please [contact](#) a customer service representative for shipping/handling costs outside of the contiguous U.S. and for international shipments. In addition to a larger shipping cost, customs charges may be assessed at the border. These charges cannot be estimated by service representatives.

**Exchanges and Returns:** Please call a customer service representative if there are any problems with your order. This will ensure that your concerns are addressed and handled properly.