

Shipping Policy of the American Iron and Steel Institute (AISI) (as of 03/25/2008)

Shipping: The AISI store is open Monday through Friday from 8:30 am -4:00 pm EST, except on AISI holidays*. Orders received after 4:00 pm EST Friday through Sunday will be fulfilled on Monday at 8:30 am. Overnight rush orders will be sent for next day delivery as long as the order is received by or before 2:00 p.m. EST. Overnight orders placed after 2:00 pm EST will be sent out on the following working day. **Shipping and handling fees can be calculated by creating your order online – that is, placing the order in the basket, selecting a freight method and clicking on products total.** Once you get to checkout, you may proceed to order conveniently online or you may choose to download an order form found on the homepage of the online store. You can then fax this form to AISI at 202-463-6573. We do not insure or guarantee packages.

Occasional Adjustments to Shipping Charges: Due to variations in the weight of some reference books and in the size of different orders, as well as varied shipping destinations, we reserve the right to charge an additional amount to cover AISI shipping costs for your order. If this is necessary, we will contact you by e-mail and seek your permission to charge that additional amount to your credit card. In the interests of getting your order to you in a timely fashion, if we do not hear back from you within four business days, we will go ahead and charge the additional shipping to your credit card and fulfill your order. Thank you for your cooperation.

Return Policy: We accept returns within 30 days of receipt of your shipment for a full refund, minus shipping costs. **Items must be unopened and in the original condition.** You can expect a refund in the same form of payment originally used for purchase within 10 business days of our receiving your return. All returns are handled by AISI. We are located at 1140 Connecticut Ave., NW, Suite 705, Washington, D.C. 20036. For assistance, please call 202-452-7100.

Please note: When you place your order on-line, if an item is temporarily unavailable, you will be notified of this. You will receive a refund to your credit card and you will be notified when the item does become available so that you can then decide if you would still like to order it.

We encourage you to take advantage of the convenience of ordering on-line where you can select the items you want to order, add on shipping and handling and pay by credit card all in a secure environment. It's all available at www.steel.org/shopaisi.



**American
Iron and Steel
Institute**

*AISI Holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and day after, Christmas and day after or day before.