



ORDERING/RETURN/REFUND POLICY for the Canadian Psychological Association (CPA) publications

Orders:

All orders must be submitted via the online publications order form accessed on our website <http://cpa.ca/thecpastore/purchasecpapublications/>.

Payments:

The CPA will prepare your order request and contact you for final approval and payment information. All orders must be paid prior to shipping, we accept only Visa and MasterCard payments.

Delivery:

Completed publication orders are shipped weekly on Wednesdays. If a product is out of stock you will be advised and provided with an estimated delivery date.

Damaged order:

The CPA does not accept returns unless product is damaged or defective, if there is an issue with your order, it must be reported via email to cpa@cpa.ca within 15 days from the invoice date.

Please check your shipment when it arrives prior to stamping or marking any items.

The original invoice and receipt must accompany returns.

Returned items will be refunded. Credits will not be issued.

Contact us:

To order by phone and e-mail or for more information:

Call toll-free 1-888-472-0657 Ext. 300

Tel: 613-237-2144 Ext. 300

E-mail: cpa@cpa.ca Website: www.cpa.ca