



A WORLDWIDE NETWORK OF LACTATION PROFESSIONALS

ILCA Bookstore – Frequently Asked Questions

Question: How long will it take to receive my order?

Answer: If your order is being shipped within the United States, it will usually arrive within 10-14 business days from when ILCA receives the order, often sooner. ILCA's office is on the east coast of the United States, so orders shipped to the west coast may occasionally take closer to 14 business days. Allow 3-4 weeks for orders shipped outside the United States, though it is possible for them to take longer if they are delayed going through customs. Note: During certain times of the year when the ILCA office is closed for the Conference or holidays, orders will be delayed, so please allow longer for delivery.

Question: If I place my order over the phone, can I get it faster?

Answer: The fastest way to receive an order is through the Online Bookstore on our website. Orders placed there do not have to go through our accounting department first, so we are able to ship them sooner than orders placed by phone, fax or mail.

Question: If I need my order quickly, can I pay extra for expedited shipping?

Answer: Yes. Contact our office and we will do our best to work with you. Email bookstore@ilca.org or contact us at 888.452.2478 or 919.459.6098.

Question: Do you accept purchase orders?

Answer: Yes, we will gladly accept purchase orders for bookstore items, but not for conference registration, membership or continuing education modules. Send a printed copy of the purchase order by fax or mail and include contact information for the organization's purchasing department and accounts payable department.

Question: What is your return policy?

Answer: We will accept returns of most items as long as they are returned within 45 days of purchase and in mint condition. The purchase price will be refunded less the shipping/handling fee. Items that *cannot* be returned are DVDs that have been opened and seasonal items, such as World Breastfeeding Week items. For concerns about these items, please contact bookstore@ilca.org for assistance.

INTERNATIONAL LACTATION CONSULTANT ASSOCIATION

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