

SHIPPING INFORMATION

Sales Terms and Conditions



SHIPPING & DELIVERY INFORMATION

Delivered Quickly and Correctly - 99.99% of our orders are delivered on-time and without error and are made in-house of the highest-quality products that comply with your state's notary law requirements. Your order is proofread three times before shipping.

Q How long does it take to ship my order?

A Orders placed before noon CST during our normal business hours will ship on the next business day provided that there are no problems with your order (such as missing order information). NEED IT FASTER? Please call our Customer Service Department at 1-800-721-2663.

Example: An order placed on Friday 12:00 noon CST will ship on Monday via your selected shipping method.

Q What about orders placed AFTER 12:00 noon CST or on weekends or holidays?

A Such orders will be processed on the next business day and then shipped the second business day.

Example 1: An order placed on Thursday at 12:30 pm CST will be processed on Friday and shipped on Monday.

Example 2: An order placed on Saturday will be processed on Monday and then shipped on Tuesday via your selected shipping method.

Q What carriers do you use for shipping?

A We use UPS and USPS. For both carriers, tracking numbers are sent via email the day after shipping.

Q What is your estimated delivery time and what are your shipping method options?

A Estimated shipping times listed below do not include weekends or holidays and are counted from the time your order leaves our factory:

- USPS 2-7 business days
- USPS Priority Mail 2-3 business days
- UPS Ground 2-5 business days
- UPS 2-Day Air Before the end of the 2nd business day
- UPS Next-Day Air (Saver) By 5:00 pm the next business day

Q How much are your flat-rate shipping and handling charges?

A Flat-rate shipping rates excluding Hawaii and Alaska are as follows:

- USPS \$5.95
- USPS Priority Mail \$8.95
- UPS Ground \$11.95
- UPS 2-Day Air \$23.95
- UPS Next-Day Air (Saver) \$49.95

Orders shipped to post office boxes, Alaska, and Hawaii are shipped by USPS with your selected shipping option.

Q What about rush orders or Saturday deliveries?

A Rush orders and Saturday deliveries are available for an extra charge. Please call our customer service at 1-800-721-2663 for rates.

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– 100% Satisfaction Guaranteed! –

Lifetime Warranty - We guarantee your satisfaction. AAN offers a lifetime warranty for all notary seals and stamps given normal usage and proper care and re-inking. Lifetime warranty means that the product will work as designed for the entire term of the notary's commission. If you request a replacement, we ask only that you return the item to us and pay the shipping charges on the replacement product.

Defective Product - If you receive a product that is damaged or not designed to your specifications, please call or email us and we will provide you with a replacement at no additional cost using the same shipping method you selected.

Money Back Guarantee - If you are unhappy with a product, you may return the undamaged, unused product within 30 days and receive a full refund for the product. Shipping charges are NOT refundable unless we are at fault.

Cancelation Policy - All orders are processed upon receipt. It is only possible to cancel an order prior to shipping.

Undelivered Orders - AAN will promptly provide a replacement for any undelivered order using the same shipping method you selected.

Price Match - If you find the same product cheaper somewhere else, we will match the price.

Limitation of Liability - Under no circumstances shall the American Association of Notaries, Inc. be held liable to you or any other person or entity for any indirect, direct, special, punitive, incidental, or consequential damages resulting from delays in delivery, loss of shipment, manufacturing errors or the use of these products. The total liability of the American Association of Notaries, Inc. will be limited to the replacement of the product only.

Governing Laws - This agreement and the interpretation of its terms shall be governed by and construed in accordance with the laws of the State of Texas. The parties irrevocably submit and consent to the sole and exclusive jurisdiction and venue of the Texas state courts in and for Harris County, Texas, U.S.A. and the federal courts in and for the Southern District of Texas, U.S.A. The parties agree not to raise the defense of forum non conveniens or any other defenses to the exclusive jurisdiction and venue provisions stated here in above.