

**Description of what customers can pay for online:**

1. Annual Membership dues to AAAP
2. Foundation donations
3. Educational materials
  - a. Scientific books and manuals
  - b. CD/DVD of scientific proceedings and publications
4. Scientific journal subscriptions
  - a. Avian Diseases (published quarterly)
  - b. Avian Diseases Digest (published quarterly)
5. Page charges for published articles in journals

**What types of payment do you accept?**

Our web site ([www.aaap.info](http://www.aaap.info)) accepts credit card payments using MasterCard, Visa, AMEX and Discover. For additional payment options such as bank transfers, please contact our business office at 904-425-5735 or [aaap@aaap.info](mailto:aaap@aaap.info).

**How can I tell if my order was successful?**

Once you have submitted your payment information, you will receive a confirmation page indicating that your order was successful. You will also receive a confirmation email outlining your purchase. When your order has been shipped you will also receive an email with a tracking number

**How soon could I expect to receive my order?**

Orders are shipped from our business office in Jacksonville, Florida via USPS service. Most orders are shipped within 2-3 business days depending on product availability. Transit time typically is an additional 3-6 business days for media mail depending upon delivery location. International orders will take longer depending on location.

**How do I make changes to, or cancel, an order once it has already been submitted?**

Orders are received daily in our AAAP Jacksonville office. Most, depending on product availability, are usually shipped within 2-3 business days when business office is open. (AAAP business office will be closed during our annual convention and holidays). If you would like to change or cancel an order, please contact our business office at 904-425-5735 and we will determine the exact status of your order and try to assist you. If your order has already been processed, it can still be returned for credit (See refund policy below).

**What is your refund policy?**

AAAP, Inc is an international nonprofit scientific organization which seeks to promote the education of current and future scientists in the field of avian health. If any of our programs, products, or services does not fulfill our promise to you, we will make the situation right or refund your money. Individual book buyers may return merchandise within 30 days of purchase for a refund of the purchase price minus a 15% restocking fee. The purchaser is responsible for all shipping costs unless AAAP made an error. The returned books must be received in resalable condition. To return merchandise, indicate the reason for return on a copy of the invoice or publications request form. Enclose the document with your return and ship via a traceable method to:

American Association of Avian Pathologists, Inc.  
Attn: AAAP returns  
12627 San Jose Blvd., Suite 202  
Jacksonville, FL 32223-8638