



INSTRUCTIONS & FREQUENTLY ASKED QUESTIONS

HOW TO PLACE AN ORDER

The following options are accepted methods for purchasing ESFI merchandise and publications:

FAX: Fax your completed order form indicating method of payment and payment details to ESFI, ATTN: Jordanna Shapiro at 703.841.3329.

STANDARD U.S. MAIL: Send your completed order form along with check or money order to ESFI, ATTN: Jordanna Shapiro, 1300 N.17th Street, Suite1752 Rosslyn, VA, 22209.

EMAIL: To submit an order using email, please scan your completed order form indicating payment method and details, and email to Jordanna.Shapiro@esfi.org.

ONLINE/ E-COMMERCE: We are now accepting orders through our new online store via PayPal to enable a secure method for credit card purchases. Orders can be placed electronically through ESFI's online store at <http://www.esfi.org>.

SHIPPING & HANDLING

Shipping & handling charges are applied based on volume and can be determined by using the following guidelines:

QUANTITY	COST
1-10	None
11-250	USPS - Cheapest available (excluding Media Mail, Parcel Post)
More than 250	UPS Ground Shipping Rates

PAYMENT METHODS

Items may be purchased using credit card, check, or money order. We currently accept Visa, MasterCard and American Express. Checks should be made payable to "ESFI".

ADDITIONAL INFORMATION

For additional questions and/or information about expedited shipping, available merchandise, or payment options please contact Jordanna Shapiro at 703.841.3291or jordanna.shapiro@esfi.org.