

FutureU Merchant Policy

How to Order:

Phone: 415-824-7726

Fax: 415-520-5416

Email: Use our [feedback form](#).

Online orders: <http://www.futureustore.com/>

Shipping Limits: We ship hard-copy books anywhere in the continental U.S. only.

For e-books, Web-Books, or e-courses, a user ID and password will be emailed upon completion of the registration or purchase process.

Customer Guarantee and Return Policy

Our Guarantee - 30 Days, Unconditional.

Tangible Goods: You may return a tangible item if it is undamaged and in original condition for refund or replacement within 30 days of the shipment date by contacting us for a "Return Authorization" number.

Shipping and handling charges are non-refundable. Once your return has been authorized, you may want to insure it in transit; we cannot be responsible for lost or misdirected returns.

Intangible Goods: Once you have completed an online course or read an e-book, there really isn't a tangible product to return. Nevertheless, if you are not completely satisfied with any of the products or services you receive from us, simply contact us within 30 days to arrange for a refund or substitute.

Refund Delivery: If you paid for your order by credit card, a credit will be issued to that card and will appear on your card billing statement. If you made your purchase with an institutional purchase order and paid our invoice by check, we will issue a check and mail it to your purchasing officer.

You can reach us with questions or comments about our guarantee policy at:

sales at futureu dot com (swap the ampersand for "at" and the period for "dot" and take out the spaces)

or by calling 415-648-2667.

Payment Options: We accept credit card payments by American Express, Discover Card, MasterCard or Visa. We also accept PayPal payments. In addition, we accept purchase orders from credit worthy institutions.

Purchase orders should be sent using one of the following methods:

Email: use our [feedback form](#).

Fax: 415-520-5416

Mail: FutureU Purchasing, 601 Van Ness Avenue, Suite E, Box 433, San Francisco, CA 94102-3200

FutureU 601 Van Ness Avenue, Suite E, Box 433,
San Francisco, California, 94102, USA
phone: 415-648-2667 — fax: 415-520-5416

[Privacy Policy/Terms of Service](#)

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