



Cancellation, Shipping, and Return Policies

Cancellation Policy for on-line orders

Any order placed can be cancelled after payment but only if the order is cancelled before the items are shipped. If you wish to cancel an order, please contact us during regular business hours (9 a.m. to 4 p.m. Mon-Fri) either by e-mail to orders@aldoleopold.org or by phone at 608-355-0279 ext. 20. If the order is placed during non-business hours (evening or weekend) please contact us no later than noon on the next business day. Orders that have been shipped are ineligible for cancellation and the Returns Policy becomes applicable (see below). Orders that are cancelled after payment has been made will be refunded via the same payment method (credit or debit card) within three business days of cancelling the order.

Shipping Policy for on-line orders and 30 day period for non-delivery notification

Orders are shipped only to addresses in the USA and Canada. Orders are generally shipped within three days of receipt via USPS standard first class mail or USPS Priority Mail. You will receive notification via e-mail when your order is complete and shipped. Please allow 7-14 days for delivery. If you do not receive your merchandise within **30 days of the date of purchase** please let us know and we will attempt to locate the item(s) with the USPS tracking service. If tracking cannot confirm delivery, we will re-send the order. We will not honor requests to re-send merchandise if you do not notify us within 30 days of the date of purchase.

Return Policy for on-line orders

Please inspect your order when it is received. Please notify us of any discrepancies within 14 days of receipt (e-mail orders@aldoleopold.org or call 608-355-0279 ext. 20). If you wish to return an item for a refund, the item must be returned to us via USPS mail within 30 days of date of purchase. Please include your name, mailing address, phone number and/or e-mail address with all correspondence. After receiving the returned item we will send a refund for the amount of purchase, including sales tax if applicable, and you will be reimbursed for the return shipping cost. The original shipping cost is not refundable. Refunds will generally be made via the same method of the original purchase or via check.

Return Policy for defective merchandise

If you receive defective merchandise you must return the item(s) to us within 30 days of the date of purchase and we will then send you replacement merchandise and will reimburse you for the cost of returning the item(s). Please send returns via USPS to: Aldo Leopold Foundation, Attn: Bookstore, PO Box 77, Baraboo, WI 53913-0077. Please include your name, mailing address, phone number and/or e-mail address with all correspondence.