



## Forms of payments and payment processing

We accept the following credit cards: Visa, MasterCard, American Express, Discover, and JCB. You are free to use our online platforms to pay your order. Please do not send cash or international money orders. Please note our policy for Special Orders.

All credit card charges will be in Euro. Please do not use dashes or spaces when entering your credit card number, and be sure to include the expiration date in mm/yyyy format. Payment for purchases on The Liden & Denz website will appear on your credit card statement showing Liden & Denz GmbH as the payee.

## Addressing information

In order to make your ordering process easier, we've listed our addressing guidelines here:

### **We cannot ship to PO Boxes**

**APO/FPO:** For APO or FPO addresses, please enter APO or FPO in the City field and select one of the following in the State field: Armed Forces Europe (includes Middle East, Africa, and Canada); Armed Forces Americas; or Armed Forces Pacific. Also make sure that you have selected U.S.A. in the Country field.

Do not forget to write your Post code and State/Region

## Order confirmation

All orders accepted on the website are pending upon payment verification. Once we receive your payment, you will receive an automatic order confirmation e-mail, informing that your order has been accepted and payment has been verified. This email will also inform you that a real person will reply to you latest on the next business day with information on the delivery details.

In the unlikely event of a discrepancy between the information provided on the website and the information provided in the confirmation email, the content in the latter will prevail.

If for any reason we cannot verify your payment, we will inform you by e-mail. In such a case you will have to re-enter your order on our web site.

Another e-mail will be sent to you when your shipment is leaving our warehouse. In case you chose a trackable service, this e-mail will also contain a tracking number and the information on how to track your shipment over the Internet. In case you chose an untraceable delivery option, the email will simply contain the date the parcel was shipped and the items contained in the parcel.

## Shipping & Handling

Shipping and handling costs are calculated based on the weight of the items being shipped, including fuel surcharge.

### **Deliveries to continental US.**

The buyer can select one of two delivery services: Airmail service or Express service (usually delivered in -5 business days). The website will calculate the total shipping and handling cost and will include it into the total charge of the order. Please note that airmail is a non-trackable service. Airmail shipments might take over a month to be delivered.

### **Deliveries to European Union.**

The buyer can select one of three delivery services: Airmail service, Economy service (usually delivered in 7 – 14 business days) or Express service (usually delivered in 3-5 business days). The website will calculate the total shipping and handling cost and will include it into the total charge of the order.

### **Deliveries to other countries.**

The buyer can select one of two delivery services: Airmail service or Express service (usually delivered in -5 business days). The website will calculate the total shipping and handling cost and will include it into the total charge of the order. Please note that airmail is a non-trackable service. Airmail shipments might take over a month to be delivered.

### **Deliveries to the Russian Federation.**

Please note that we do not deliver items to the Russian Federation. In case you are living in Russia and you are interested in ordering, please contact us via email: [textbook@lidenz.ru](mailto:textbook@lidenz.ru).

**Delivery is available to street addresses only. We are not able to deliver to post office boxes.**

