



IACT Shipping Policy

Thank you for being a valued member of the International Association of Counselors & Therapists (IACT). This Shipping Policy outlines the terms and conditions for shipping services provided by the Association.

Definitions:

- "Association" refers to the International Association of Counselors & Therapists (IACT).
- "Items" means packages sent by the Association.
- "Service" refers to the IACT website.
- "Website" refers to www.iact.org.
- "You" refers to the individual accessing or using the Service.

Membership Parcel Inclusion:

- New membership and renewal of membership fees include the shipment of **one** parcel containing membership items.
- Additional parcels requested due to delivery issues will incur additional charges to member.

Shipping Method:

- The Association utilizes the United States Postal Service (USPS) for all mailings, including international shipments.

Shipping Rates and Customs Fees:

- Shipping costs are covered by the Association through membership fees.
- The recipient is responsible for any and all customs duties, taxes, or additional applicable fees; the Association is not responsible for any changes, charges, or decisions made by the recipient's country regarding these costs.

Overnight & Express Delivery:

- Overnight delivery is available at an additional charge for members within the continental United States.
- Express delivery is available at an additional charge for members worldwide.

Shipment Confirmation and Tracking:

- Once your package has shipped, you should receive a Shipment Confirmation Email from USPS (*or another carrier*) containing tracking information.
- **NOTE:** Once a parcel is picked up by the postal carrier and leaves Hypnosis Headquarters, the Association has zero control over its journey and only sees the same tracking information available to the receiving party.

Alternative Shipping Method or Courier Service:

- If you prefer to use an alternative delivery/shipping method at your own expense, please email a pre-paid self-addressed shipping label (*from the carrier of your choice*) to services@iact.org.
- The parcel specifications are as follows:
 - **Measurement** = 15 x 12 x 0.25 inches
 - **Weight** = 8 ounces

Digital Copy Option:

- Members are welcome to elect to receive a digital **printable** PDF copy of their membership certificate & other available materials by making a direct request to services@iact.org.

Shipment Processing Times:

- ALL **new membership applications** and **membership renewals** are processed and shipped within 5-7 business days, *excluding weekends and US holidays*.

Liability for Damages:

- The Association is not liable for any items damaged or lost during shipping. Please contact the carrier to file a claim. Retain all packaging materials and damaged goods for claim purposes.

Contact Us:

- For questions regarding this Shipping Policy,
 - Visit www.iact.org
 - Email us at staff@iact.org
 - Call us at +1 (570) 869-1021
 - Text/WhatsApp us at +1 (570) 871-0210

Policy Last Updated:

- This policy was last updated on 2024-08-01.