



HPNA is committed to providing the highest quality information to advance expert care in serious illness. As a result, HPNA invites you to take a moment and browse the items available to you in the Shop. Any questions about an existing orders can be directed to HPNA's fulfillment partner, ABDI Global Order Fulfillment. Contact information for ABDI is as follows:

HPNA Fulfillment Center
16 Avenue A
Leetsdale, PA 15056-1304
412 741-1892 (P) * 412 741-0609 (F)
HPNA-Services@abdintl.com

Return Policy: Returns will be accepted within 30 days of order date. Books and products must be in brand new condition, with shrink wrap intact. All returns must include a copy of the original packing slip or invoice. Upon receipt of the return, HPNA will issue a refund of the purchase price and applicable taxes. Shipping charges are not refundable. Please ship returns via a trackable method to the following address:

HPNA Returns
16 Avenue A
Leetsdale, PA 15056-1304

Domestic Shipping and Handling Charges: Within the contiguous United States shipped *Federal Express*:

\$1 to \$50:	\$9
\$50.01 to \$100:	\$12
\$100.01 to \$200:	\$14
\$200.01 to \$300:	\$16
\$300.01 to \$450:	\$18
Over \$450:	5% of your order total

Rush Order Shipping: For next-day delivery (within the contiguous United States), add \$25 to shipping and handling rates listed above. Orders for next-day delivery must be telephoned in by 12:30 pm EST.

International Shipping:

Canadian Customers – Orders will be shipped UPS Standard at a rate of **20%** of the order total. Packages are subject to customs clearance charges, including duties, taxes, and brokerage fees, which are to be paid by the recipient upon receipt of his/her package. These charges are levied by the carrier and/or government, and none of these fees are paid to or collected by HPNA

International Customers (Not including Canada) – please contact the HPNA Fulfillment Center for a shipment quote.

Shipping Exceptions: Orders to APO/FPO addresses, Alaska, Hawaii, Puerto Rico, and U.S. Territories will be shipped by *USPS Priority Mail*. Domestic shipping and handling charges apply.