

Customer Service Policies

PURCHASING PUBLICATIONS

We do encourage you to review all the information we place on our web site to obtain as much information about the publications before making purchases.

If you need additional information about any publication, please e-mail us at thirdhouseinc@yahoo.com. We want you to be confident about needing our products before buying them in order to save you and Third House Inc. time and money.

RETURN POLICY ON PUBLICATIONS

If you need to return all or part of an order, please note the following:

1. Returns for credit must be accompanied by invoice or invoice information (invoice number, date, and purchase price). Books must be in saleable condition. CDs cannot be opened.
2. Books and CDs are not accepted 20 days after invoice shipping date. Resellers have 30 days after invoice shipping date. Any item not returned within this period will not be refunded.
3. All publications are subject to a restocking fee of 25% of the retail price.
4. No returns will be accepted from any customer who has not purchased books or CDs directly from Third House Inc.

Please return all publications to:

Third House Inc.

P.O. Box 1245

Tinley Park, IL. 60477

RETURN POLICY ON SERVICES

There are no returns on services provided. If you feel you did not obtain the services for which you paid, please direct your complaint to thirdhouseinc@yahoo.com. Third House Inc. will review your complaint and respond. If no agreement is reached, then any disputes would fall under the DISPUTES section of the Conditions of Use Agreement.

