



## NAEA Shipping & Return Policies

### Shipping Policy

NAEA shipping rates vary based on weight of the products and distance the order is shipped. NAEA uses USPS and FedEx for fulfillment of the order. Service may be limited—depending on weight and destination—for Canadian, Foreign, and 2-Day orders.

To calculate shipping costs or place an order, please visit: <https://my.arteducators.org/store>

### Standard Order Processing and Shipping

- NAHS merchandise: Allow up to 3-4 weeks for delivery.
- NAEA merchandise/publications: Allow up to 8-10 business days for delivery.

### 2-Day Shipping

Orders will be processed and shipped within two business days of order placement. Between March and May, if an order is placed before 11:30 am EST, the order may be shipped the same day. The delivery date of 2-day orders is not guaranteed; NAEA is not responsible for delays in shipment after the order has left the fulfillment center.

Tracking information is sent by email at close of the business day that the order is shipped.

### Return Policy

NAEA accepts returns within 30 days of delivery\* and will pay return shipping if your order was incorrectly filled. Contact [finance@arteducators.org](mailto:finance@arteducators.org) for further instructions. Cancellations/returns are subject to a \$10 per item restocking fee.

**\*Returns are not accepted from bookstores, schools, or universities. All orders must be prepaid.**

Questions? Please contact NAEA Member Services at [members@arteducators.org](mailto:members@arteducators.org) or by calling 800-299-8321 (M-F, 8:15am – 4:30pm ET).

**National Art Education Association**

901 Prince Street, Alexandria, VA 22314

t: 703-860-8000 ▪ e: [info@arteducators.org](mailto:info@arteducators.org) ▪ f: 703-860-2960 ▪ w: [www.arteducators.org](http://www.arteducators.org)