



## Delivery Policy

### **General Statement:**

Most digital products and services are available once payment is processed via the customer's dashboard. Products that are shipped are processed within three-to-five business days. Receipt is dependent upon shipping services. For the continental United States, delivery is approximately as follows:

Standard delivery: 3-9 business days

Priority delivery: 2-4 business days

For shipping paid for by ESP, standard shipping is selected by default.

### **Delivery by Product or Service:**

#### **Academic Alliance membership**

- All products and services are processed within 10 days of payment, completion of signed agreement, and receipt of shipping and registration details requested by office personnel.
- Textbooks are delivered by standard shipping.
- Access to online materials is emailed via hyperlink.
- Coupon codes for free and discounted webinar registrations are emailed.

**Books** are purchased online and the customer selects standard or expedited shipping. The orders are processed within 3-5 business days.

**Digital Case Studies** access is created upon purchase. The access point is hosted in the customer's dashboard created when an account is set up.

**Digital Quiz Card** access is created upon purchase. The access point is hosted in the customer's dashboard created when an account is set up.

**On-demand CME course** access is created upon purchase. The access point is hosted in the customer's dashboard created when an account is set up.

**Paper Quiz Cards** are purchased online and the customer selects standard or expedited shipping. The orders are processed within 3-5 business days.

**T-shirts** are purchased online and the customer selects standard or expedited shipping. The orders are processed within 3-5 business days.

**Webinar registration** access is available 30 minutes before the start time on the day of broadcast. The access point is hosted in the customer's dashboard created when an account is set up. The access button is displayed once purchase has been completed.

Webinar workbooks are mailed in batches scheduled to arrive before the start of the webinar. These are shipped via standard or expedited shipping. ESP Ultrasound pays for standard shipping. Expedited shipping is paid for by the customer.

A 6-week subscription to online question bank called X-Zone is included in a webinar registration. Access is via the customer dashboard. The customer has nine months to activate the subscription via the customer dashboard access button.

**X-Zone subscription** access is created upon purchase. The subscription start date is the purchase date. The access point is hosted in the customer's dashboard created when an account is set up.