

FREQUENTLY ASKED QUESTIONS
NACD Marketplace Store
www.nacdstore.org

Where do I send my payment?

NACD

PO Box 791206

Baltimore, MD 21279-1206

You **must send a copy of your invoice** so that your payment can be credited to the correct account. Payments received without an invoice will take longer to process which can delay the release of your order. Please place the last 4 digits of your invoice number in the memo section of your check. Do not send to the NACD Headquarters in Washington, DC.

Why does it take longer to process an order place by a check?

When it says ships in 5 to 7 days – that is for credit card orders only.

Check orders take longer. When you place your order it is put on hold until your check is received at NACD – PO Box 791206, Baltimore, MD 21279-1206. This is a secure lock box for checks. The checks are then deposited and the bank notifies us that your check has arrived. Then your order is released and it will be 5 to 7 days after your check arrival has been confirmed by the bank.

What if I am a state or federal agency or school that needs to use a PO for my purchases?

Please contact nacdstore@email.nacdnet.org for details on how to order. We will process a PO for purchase.

Who do I call for information?

To inquire about or modify a previously placed order, ask about the content of a single invoice, or speak to a customer service representative, please contact the NACD customer service center at 1-888-695-2433.

What if I am looking for an item I do not see in your store?

Send an email to nacdstore@email.nacdnet.org and let us know what you are looking for. We may be getting ready to add it to our store, or it will give us an idea of what type of products you are looking for.

What is your return policy?

Return Instructions

Carefully re-pack the merchandise and include a copy of your order confirmation. Only complete set of merchandise can be returned. Any items opened cannot receive a complete refund.

Ship to: *after reading the return policy information below*

NACD Returns Department

National FFA Merchandise Center

5155 Technology Way

Indianapolis, IN 46268

Return Policies

- 1) Items returned for refund or exchange will be refunded the total price of the merchandise returned. The return cost of shipping to the NACD Returned Department will be paid by the customer.
- 2) Items returned due to shipping the wrong product will be refunded the total price of the merchandise and a return shipping tag will be issued.

- 3) Items damaged in transit must be noted with the delivery driver upon receipt of package.
- 4) After receipt and inspection of the merchandise a refund will be given as stated above.
- 5) If your merchandise was paid with a credit card – a credit will be placed back on the card.
- 6) If your order was paid by check, you will receive a check made payable to the customer name on the order.

Acceptance of damaged packages not noted with company may not be eligible for a refund. Call the NACD Stewardship Customer Service Number after you have verified the damage with the delivery company. Have your contact information and order number from original order and a list of the items damaged ready when calling the NACD Stewardship Customer Service number 1-888-695-2433.

Do you accept international orders?

Sorry, we are not able to accept international orders.

MAKING SURE YOUR ORDER IS SECURE

Is my purchase secure?

It is very important to us that our customers feel secure in their purchases. Our website is secured with the "Secure Socket Layer Protocol" (*which is denoted in the web address with https:// and displays a lock or key on the bottom right hand corner of the internet browser*). This ensures that your information will not be intercepted by a third party. If you feel uncomfortable purchasing online, please purchase using our toll-free telephone number, 1-888-695-2433.

Why do you need my e-mail address?

Your e-mail address is the best way for us to contact you to verify that we received your order. We will also e-mail you if the item that you purchase is out-of-stock or discontinued.

How will I know that my privacy is guaranteed?

The NACD Marketplace Store will take every step possible to ensure your privacy. Our server automatically recognizes the IP address and action of our customers. We use this information that we are able to obtain to help us improve our Web pages and gauge our success. We will not sell or share your information with an outside source. There will be no phone contact unless we have questions on an order placed.

CONTACT US

Phone: 1-888-695-2433

E-Mail nacdstore@email.nacdnet.org

Customer Service

If you have an idea for improvements, need to escalate a situation or wish to make a complaint, please contact the customer service team leader, [Susan Schultz](mailto:Susan.Schultz@nacdstore@email.nacdnet.org) at nacdstore@email.nacdnet.org, or by phone at 317-326-2952. If she is not available, please leave a voice message; your call will be returned as soon as possible. The NACD customer service team is eager to serve you and resolve any issues you may have.

What is the National Association of Conservation Districts?

Visit www.nacdnet.org or additional information