



Shipping and Refund Policy

Shipping

1. Orders will be shipped out within 7 days unless there is a backorder on a particular item.
2. Teen Line ships orders via ground shipping unless other arrangements are made.
3. The method of shipping will be FedEx or USPS.
4. Shipping fees are included in the price. Orders of 500+ Youth Yellow Pages will be charged \$50 shipping.

Exchanges & Refunds

In an effort to ensure that our customers are completely satisfied with their purchase, we offer an exchange and refund policy. If the package was damaged in shipping or if we made a mistake in your order, we will exchange the item.

If you are not satisfied with your purchase, we will refund the full price of your purchase minus original shipping charges upon receipt of the merchandise shipped at your expense. To request an exchange or refund, call 310-423-1607 or info@teenlineonline.org. Please note that all refunds will be made in the form of the original payment method and may take up to two weeks for processing and issuance.

For exchanges and returns, please:

- return new merchandise in its received condition;
- include a copy of your invoice;
- include a statement of reason for return/exchange; and
- return the merchandise within 30 days of the shipment date listed on your packing slip.

No refunds or exchanges will be made after 30 days of the shipment date listed on your packing slip.

All shipments should be addressed to:

Teen Line
Cedars-Sinai
P.O. Box 48750
Los Angeles, CA 90048

Please allow two to three weeks for turn around time for exchanges.