

FAQs

PEG Online Store Ordering & Returning

How do I make a purchase?

- When you click on “Buy Now” you'll be taken to an order summary page and form to choose your payment.
- Log into your PayPal account or pay with Bill Me Later®, Debit or Credit Card.
- After entering your information click "review and continue" at the bottom of the page and follow the steps through checkout.

How do I pay for my purchases and what's the sales tax?

PEG accepts all major credit cards (Visa, MasterCard, Discover and American Express). Your credit card will only be charged once your purchase is shipped. PEG does not accept cash, checks or cash-on-delivery (C.O.D.). For a school site purchase order (P.O.) please contact (415) 346-4575 or contact@pacifieducationalgroup.com.

You can also checkout with PayPal. Click the PayPal link and sign in to your account or follow the directions to create a new one.

Sales Tax

All orders are taxed at California's 9.25% rate on the total order amount after shipping.

What do I do if an item is unavailable?

If an item appears on the site but is not available, please email contact@pacifieducationalgroup.com for more information.

What do I do if I have problems with my order during checkout?

If you have any problems while submitting your order, or if you have billing questions, please call (415) 346-4575 or email contact@pacifieducationalgroup.com. Please provide your phone number in your email inquiry. PEG will respond within three business days.

What is PEG's return policy?

All sales are final on merchandise and memberships unless there is a defect, in which case the product will be replaced.

For online course registration, 80% of the fee is refundable up to one week prior to course start date (there is a 20% restocking and administration fee).

Thereafter, a onetime grace period is extended to reschedule the course without a refund.

If you have any questions regarding your order, please call (415) 346-4575 or email contact@pacifieducationalgroup.com. Please provide your phone number in your email inquiry. PEG will respond within three business days.

What are the three ways to pay for my order?

Ordering books, video, online courses and more is easy in our online store. You may choose to buy now through your Visa, MasterCard, Discover or American Express credit card; your PayPal account; or Bill Me Later®, a PayPal service.

The new PEG online store includes:

- An easy to use online shopping experience where you can browse and shop for all the latest PEG courses and media.
- The checkout process is quick and easy. Once you've selected the course or product for purchase, simply click "Buy Now", enter and review your billing and shipping details, enter your credit card information, and submit your order. That's it!
- Each course or product is purchased separately.

How can I contact PEG with questions about my order?

General inquiries or concerns: (415) 346-4575 or contact@pacifieducationgroup.com.

Please provide your phone number in your email inquiry. PEG will respond within three business days.

Shipping & Delivery

How much does shipping cost?

- Standard Ground Shipping is 4-7 business days
- PEG will add \$5 for orders of 1-2 books. Shipping for larger orders will be determined upon receipt and customers will be contacted.
- Video orders will be shipped and processed directly from School Improvement Network.
- All orders are taxed at California's 9.25% rate on the total after shipping.

When can I expect my delivery?

Orders are processed on regular business days only. Orders placed by 12 Noon (PT) Monday - Friday are processed and shipped within three business days.

Can I have my order shipped anywhere?

You can ship our order anywhere in the United States only. The shipping address may be different from the billing address, and PO boxes are acceptable.

Site & Security

How secure is pacifieducationgroup.com and is it safe to enter my credit card information?

The checkout system with PayPal can be used with absolute confidence. PayPal uses completely secure, industry standard Public Key Infrastructure (PKI) sessions to provide full HTTPS encryption to and from your browser. PayPal has always been on the cutting edge of internet security and sets the example for the rest of the industry. For information on PayPal and their security practices, please visit: https://cms.paypal.com/us/cgi-bin/?cmd=_render-content&content_ID=security/buyer_protection

Does anyone else see the information that I provide to PayPal?

PEG is committed to respecting your privacy, the privacy of your customers and the privacy of its website visitors. For more information, please review our Privacy Policy.

What are cookies and does PayPal use them?

Cookies enable us to store your personal information, so we can welcome you by name every time you visit our site and better match your interests and preferences.

PayPal uses cookies to make our site more personal and to remember your shipping and billing information, which makes your check out process easier.

If you do not want cookies sent to or stored on your computer, you can erase cookies from your computer's hard drive, prevent them from being stored, or trigger a warning before a cookie is stored.

Please refer to your browser instructions or help screen to learn more about these functions. For more information, please review our Privacy Policy.

How can I make sure that PayPal works well on my computer?

The following are recommended for your computer configuration and optimum performance:

- Internet Explorer 8+ (For Windows users only) and Firefox 4+, Chrome 11+, or Safari 4+ (For both Windows and Macintosh users)
- A monitor with at least 800 x 600 resolution
- 56k Internet connection or faster
- Adobe Flash Player 9+