

How long does shipping take and how much does it cost?

According to the Post Office, it will take 10-14 day for your package to arrive. But in our experience it's usually faster and occasionally (but rarely) longer. If you're in the Washington, DC metropolitan area, packages are often delivered the next day. The further away you are, the longer it will take. Orders received before noon generally ship out the same day. Over 90% ship within 24 hours.

We ship via the US Postal Service (USPS). The good news is they are reliable and cheap. We pass the savings on to you. Members do not pay any shipping for their membership packages. Other hardcopies typically pay \$3.95 per order (that's pretty darn competitive). International orders typically pay \$9.95 for shipping. Sometimes it costs us a little more, sometimes a little less. But we don't make any money on shipping and handling. We try to break even.

The bad news is that they are a little slow. We tolerate that because you can download the information immediately and because faster shipping would cost almost 10 times as much. Maybe we'll offer that as an option one day, but for now we don't do enough shipping to offer multiple carriers. Another issues is that we can look up the status of your shipment, but we can't send you a handy URL where you can do it yourself.

If you don't have your order within 14 days (or sooner if you're anxious), email support@captureplanning.com ask we'll check the status for you.

But before you email, you might want to double check that you actually ordered a hard copy. We offer hard copies as an option --- you don't have to get one. Most folks are just fine with the download. In fact, only 1 in 5 actually order the hardcopy. We try to make this clear on our site, but we do occasionally get calls from people who want to know why their package hasn't arrived when the didn't order a hardcopy.

By Carl Dickson, Editor/Publisher, CapturePlanning.com

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