

# PARENTING A TEENAGER.NET

## Frequently Asked Questions:

1. [How do I choose the right download format of my e-Book?](#)
2. [How do you process my payment?](#)
3. [How do I know my Credit Card information is secure?](#)
4. [How do I download my e-Book?](#)
5. [Do I also receive a download link email for my e-Book Purchase?](#)
6. [How long does it take to get paperback books?](#)
7. [What are your shipping and handling charges?](#)
8. [What is your return policy?](#)
9. [How can I contact you?](#)

## Answers:

### How do I choose the right download format of my e-Book?

In the INSTANT DOWNLOADS section of the order box, below Formats: Choose your e-book format from the drop-down box before clicking the “Buy Now” PayPal button. Formats available are PDF, EPUB, and MOBI

### How do you process my payment?

Parentingateenager.net uses PayPal to process all payment transactions. PayPal lets you buy with a credit card. You don't even need a PayPal account.

### How do I know my Credit Card information is secure?

- PayPal works behind the scenes to help protect your sensitive financial details
- PayPal performs automatic fraud screening and security filters
- PayPal safeguards your financial information with PayPal's PCI-compliant standards for data protection
- PayPal does not share your financial information

### How do I download my e-Book?

As soon as you complete your payment process, a link:

>>>Click here to download your e-book<<< is displayed on the PayPal payment confirmation page.

This link will re-direct you to the download page. Click the download link, and your e-book will open in the respective program for the format you chose.

### Do I also receive a download link email for my e-Book Purchase?

Our system sends out an email, containing a download link, immediately after you complete your payment. This email is sent to the email address you provided during the payment process. This email is sent from “Parenting A Teenager,” and the subject is “Download Link.”

If you do not see this email from Parenting A Teenager, please check your spam or junk folder.

**How long does it take to get paperback books?**

All paperback orders are shipped within 24 hours after your order. Delivery time is 2 – 3 business days for within the United States, and 7 – 10 business days for international orders.

**What are your shipping and handling charges?**

Our shipping and handling charges are as follows:

Domestic orders – Priority Mail postage plus \$2.00

International orders – Priority International Postage plus \$2.00

**What is your return policy?****A> e-books:**

If you find you ordered the incorrect format, or wanted the paperback instead of the electronic format, contact customer service before you download your book.

All download links are active for 3 days. Do not click the download link! We will monitor the system for notices that your e-book was opened. If you did not open the e-book (click the download link) and we do not receive a download notification for your purchase, we will issue a full refund 5 days after your original purchase.

**B> Paperback:**

If you change your mind, you can return the unopened book including the shipping confirmation that is included with the shipment to:

**RETURNS**

Parenting A Teenager

1301 Hillbrow Lane Unit #203

Raleigh, NC 27615

We will inspect the returned item for its condition. If the returned item is in original condition we will issue a full refund of your purchase price, less shipping and handling charges, within 24 hours.

**How can I contact you?**

The best and quickest way to contact us is via email [Customerservice@parentingateenager.net](mailto:Customerservice@parentingateenager.net)

---

At Parenting A Teenager, we value our customers and focus on safeguarding your information. We do not collect any of your personal information.

We may use cookies to collect anonymous, statistical data, such as usage and page view patterns in order to improve our web site and its performance.

Thank you for visiting Parenting A Teenager

1301 Hillbrow Lane Unit #203

Raleigh, NC 27615

Email: [Customerservice@parentingateenager.net](mailto:Customerservice@parentingateenager.net)

Telephone: 919-438-1955

Last updated August 12, 2011