

Physics Lab Kit Ordering

Course:	PHY-1150 and PHY-1280: Physics I
Your kit SKU is:	LP-9232-PK-01
Price:	\$148.00
Link to Purchase:	https://myhol.holscience.com/purchase/21de92a53719683bf3f94f5a0dfb2c97

Course:	PHY-1160 and PHY-1290: Physics II
Your kit SKU is:	LP-9236-PK-03
Price:	\$138.00
Link to Purchase:	https://myhol.holscience.com/purchase/bacfb5d37c2a1c814c4e132c023f02cc

ORDERING YOUR KIT

1. Click on the link above for the kit you want to purchase.
 2. Select "Add to Cart" and then "Go to Checkout".
 3. Add School Name: Thomas Edison State University.
 4. Add semester start date.
 5. Review your order and then select "Checkout".
 6. You will then need to login into your account or create an account if you do not have one.
 7. Once your order is complete, please allow 3-5 business days for the order to process before it is sent out via UPS Ground Shipping. You will receive a tracking number in your email when your kit ships. Please allow an additional 3-5 business days (EXCLUDING weekends and holidays) for shipping.
 8. For further questions regarding this or other HOL processes, please go to:
<https://studenthelp.holscience.com/>.
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FOR INTERNATIONAL SHIPPING

Hands-On Labs does ship kits internationally. The shipping price will vary depending on where you live.

ONCE YOUR KIT ARRIVES

Once your kit arrives, you will need to make sure you go through all of its contents and compare with the content list that is provided. If you are missing items or have any items that are broken, you will need to contact Hands-On Labs directly at info@holscience.com.

PROCESSING TIMELINE

- Please allow up to 3-5 business days to process your order and an additional 3-5 business days for delivery. Standard delivery is via UPS Ground, though other arrangements can be made on a case by case basis.
- Daily shipping cut off time is 12 noon MST. Any order placed after 12 noon will begin processing on the next business day.
- Any kit ordered after 12 noon MST on a Friday will be considered a Monday purchase.
- Weekends and holidays are not counted in the processing timeline.

ORDER TROUBLESHOOTING

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HANDS-ON LABS RETURN POLICY

- Customer understands and fully accepts that science kits are warranted only to contain their stated list of equipment and supplies.
- Only fully intact and resalable products returned within 30 days of receipt qualify for a refund.
- Student must contact eScience Labs, Inc. in advance to request a Return Merchandise Authorization and shipping instructions.
- Kits returned without a Return Merchandise Authorization will be refused by eScience Labs

- Authorization of refund will be completed within 3-5 days of receiving the returned kit.
- A restocking fee equal to 10% of the product price for inspecting and restocking and any return shipping costs will be deducted from any refund.

GETTING HELP FROM Hands-On Labs

If you need further assistance, the Hands-On Labs Customer Support team can be reached by phone at 866-206-0773 Monday through Friday, 8am – 5pm Mountain Standard Time. For after hours or weekend help, please email info@holscience.com for assistance.