

TeachESOL.com Return Policy

We take our customers' satisfaction seriously. At TeachESOL.com, we guarantee that our products will be delivered as described on our website and in all online communication. Our US History student workbook is created with *reduced text complexity* for our students to be able to enjoy ease of reading while engaging in the content. As the student workbook is a consumable product, we do not accept returns of workbooks that have been used, creased, marked on, or damaged by the user. Returns of student workbooks that are in new, unused condition within the first 14 days of delivery are accepted with completion of our satisfaction survey by emailing juliecollins@teachesol.com.

Printable anchor charts, student note takers, and slides are digital files that are 100% guaranteed. The files are to be used as many times as desired by our customers and can be shared within the same school building by multiple teachers who work in the building. Multiple copies must be purchased for each school site within a district. Files are copyright protected, and each school administrator must sign a copyright agreement at the time of purchase. Once downloaded, files must be saved at the school site by the designated administrator. If files become lost or damaged, a replacement file will be provided upon notice in writing to juliecollins@teachesol.com at no charge.

Professional development trainings must be secured in advance by requesting a custom quote for services and dates via email to juliecollins@teachesol.com. A deposit of half the total cost of services purchased will be required to secure training with the remaining balance due 30 days before the first date of training. Professional development trainings are non-refundable. Dates can be changed with an email inquiry, but should be avoided as the desired dates and times for changes may not be available. All travel expenses are included in the price of services.