

Abwoon.com Online Shop FAQ's

Payment Related Questions:

1. What do I do if my credit card does not go through?

If you cannot complete your order due to an AVS mismatch or other credit card related error, please contact Amy Alwood, Abwoon Bookstore Fulfillment Manager at amy@abwoon.com or 614-441-9773. The best alternative way to pay for an order is to use a PayPal invoice. After contacting Amy Alwood with the contents and shipping address of your order, you will receive a PayPal invoice via email. You are *not* required to have a PayPal account to complete payment in this way. You need only to have an active email account and internet access to receive the invoice. From there you will simply follow the link within the email to pay by credit card. You can then choose to pay through your PayPal account if you have one or choose to pay without a PayPal account. The payment will clear within the day, and your order will be shipped to you promptly!

2. What is AVS mismatch?

An AVS mismatch can occur with international credit cards. It means that the website's credit card processing system does not recognize the format in which the billing address was entered. Unfortunately, there is no way to alter the way the system reads an address, so the best way around this glitch is to follow the steps to placing an order directly with Amy Alwood, Abwoon Bookstore Fulfillment Manager at amy@abwoon.com or 614-441-9773. After contacting Amy Alwood with the contents and shipping address of your order, you will receive a PayPal invoice via email. You are *not* required to have a PayPal account to complete payment in this way. You need only to have an active email account and internet access to receive the invoice. From there you will simply follow the link within the email to pay by credit card. At that point, you can choose to pay through your PayPal account if you have one or choose to pay without a PayPal account. The payment will clear within the day, and your order will be shipped to you promptly!

3. What if I do not want to pay by credit card?

If you wish to pay by check or money order, contact Amy Alwood, Abwoon Bookstore Fulfillment Manager at amy@abwoon.com or 614-441-9773. Amy will need the contents of your order, how you would like the order sent (Priority, First Class or Media Mail), and your shipping address. She will give you a total for your order. You can also send these details in a letter to Amy Alwood at 881 High Street, Suite 206, Worthington, Ohio, USA, 43085. When your payment is received, your order will be sent immediately.

4. How do I pay by PayPal (with and without a PayPal account)?

The best alternative way to pay for an order is to use a PayPal invoice. After contacting Amy Alwood, Bookstore Fulfillment Manager, with the contents and shipping address of your order, you will receive a PayPal invoice via email. You are *not* required to have a PayPal account to complete payment in this way. You need only to have an active email account and internet access to receive the invoice. From there you will simply follow the link within the email to pay by credit card. At that point, you can choose to pay through your PayPal account if you have one or choose to pay without a PayPal account. The payment will clear within the day, and your order will be shipped to you promptly!

Changing Your Order Information:

5. What if I need to make changes to the contents of my order?

If you need to change the contents of your order, you may do so *only* before the order is processed by contacting Amy Alwood, Abwoon Bookstore Fulfillment manager at amy@abwoon.com or 614-441-9773. Please note that orders are typically processed within 24 hours except over weekends and holidays. If the order has been processed, you may need to place a new order. You will be charged for *both* the old and new orders.

6. What if I need to make changes to my shipping address?

If you've entered the wrong shipping information with your order, you can contact Amy Alwood, Abwoon Bookstore Fulfillment manager at amy@abwoon.com or 614-441-9773 *as soon as possible after noticing the error*. A new shipping address can replace the old one *only* if the error is caught before the order is processed. If the error is *not* caught before the order is processed, the package may be able to be returned to the Abwoon Resource Center so that we can send it to the correct address. If you have a forwarding service for your new address, wait to see if the order is forwarded to that address. If the package cannot be returned or it is not forwarded, you will need to place a new order with the correct shipping information, and you will be charged for *both* the older order's shipping amount and the newly corrected order. If the contents of the older order are returned to the Abwoon Resource Center, you will be refunded the amount paid for those items. Please be sure to check all of your information before completing your order to avoid these types of errors.

How to Section:

7. How do I retrieve a lost email address or password?

If you have forgotten your email address associated with the sign-in section of Abwoon.com, you can contact Amy Alwood, Abwoon Bookstore Fulfillment manager at amy@abwoon.com or 614-441-9773 and she will be able to tell you what email address you need to use at the website. You can also set up a new account with a new email address and password if you desire.

If you have forgotten your password, go to Abwoon.com's home page and click Sign-In. Double click the Forgot your Password? link at the bottom of the page. Enter your email address when prompted and the site will email you your password. Please note that the Abwoon Resource Center does not have access to your password. Your password strictly belongs to you.

8. How do I retrieve my mp3 download?

- a. Go to abwoon.com.
- b. Click "Online Store".
- c. Click "Shop Audio".
- d. Click Downloadable mp3 Music and Teachings.
- e. Click "buy now" under the item(s) you wish to purchase.
- f. If you have a discount code, enter it in the Discounts/Coupons box click "Apply" and then click "checkout" when ready.
- g. If you do not have a discount code click "checkout" when ready.
- h. Click "sign-in" to enter your email address and password, or create a password in the boxes provided.
- i. Click continue after reviewing your order. If your order is not sufficient you can click your browser's back button to change it.
- j. You will see a message that thanks you for your order and asks you to check back later. At this point the order is sent to the Abwoon Resource Center. There it will be approved and the download will be authorized.
- k. You should now receive an email with this format:

Dear Mr. or Mrs. Smith,

Thank you for your order on 5/1/2009.

Your Order Number is: 54749

To login and view your order status use this URL:

<https://www.abwoon.com/shop/orderstatus.aspx>.

Sincerely,

Abwoon Resource Center

IF YOU DO NOT SEE THIS LINK, ENTER THE ADDRESS MANUALLY in your browser or go to abwoon.com, sign-in with your email address and password and find your order.

- l. Once you have found your order, Click “View Order”.
- m. On the bottom left of your order form click the “Start Download” button.
- n. Click “Start Download” again in the next window.

9. How do I use my discount code?

Your discount is given to you by the Abwoon Resource Center. A discount code typically takes the form of two or three capitalized letters. To use your discount code, place an order at Abwoon.com as you usually would. When you are asked for a discount code, enter it in the box provided and click Apply. This will apply the discount to our order.

More Questions:

10. What if my question is not listed in Abwoon.com's FAQs? If you have a question that is not covered in our FAQs section, please contact us at resourcecenter@abwoon.com.