

Frequently Asked Questions - IOD Handbooks

1. How can I place my order on your website?

- Visit IOD publications on the link: <https://iodglobal.com/handbooks>
- Click on "Add to Cart" for the handbook you would like to buy.
- At the bottom of the screen, click on "Cart Summary". You can view your order summary here.
- Share your Contact Details including Name, Contact No., Email ID, Company Name, Address, Region, State, Country and Pin Code. Then, click on "Submit"
- A page with "Review Your Order" will appear. Here, you can re-check your contact & orders details, and apply Coupon Code, if applicable.
- Click on "Pay Now" to process the payment of your order.
- You will receive an order confirmation on your registered email ID from support@iodglobal.com
- Your order will shipped on the same day or on the following day from the date of order confirmation.

2. When will I receive the order?

- For orders within India, the order will reach you within 3-4 working days, after payment confirmation.
- For International orders, it may take up to 5-7 working days, after payment confirmation.

3. Is Cash on Delivery (COD) available on orders?

No, all orders are required to be prepaid. We do not provide COD facility.

4. Do you offer any discounts on IOD Publications?

Yes, a special discount of 10% is extended on the order value of INR 2,000 and above.

5. What are the courier charges?

For orders within India – Courier charges are levied as per actuals. Can proceed through website.

For International Orders – Courier charges are levied as per actuals. Please write to us at info@iodglobal.com

6. If I am an IOD Member, how can I avail my discount?

Sure, please write to us on info@iodglobal.com with the following details:

- Your active IOD Membership ID
- Mobile Number
- Order requirements
- Shipping Address

7. Is there any discount on BULK orders?

- Order value of INR 25,000 & above qualifies for Bulk Order discounts.
- Please write to us on info@iodglobal.com along with your order requirements.

8. Are IOD Publications available in e-book version?

Yes, our Handbooks are available on Amazon Kindle in the following countries:

- India
- United States America

- United Kingdom
- Netherland
- Spain
- Denmark
- France
- Italy
- Japan
- Mexico
- Brazil
- Australia
- Canada

9. Are IOD Publications available for Corporate gifting?

Yes, please write to us on info@iodglobal.com along with your order requirements.

10. Is there a Return/ Refund policy?

No, we do not facilitate any refunds or returns, as per IOD's standard policy.