

## FAQ

### Frequently asked questions about ordering and receiving products using our Digital Delivery System

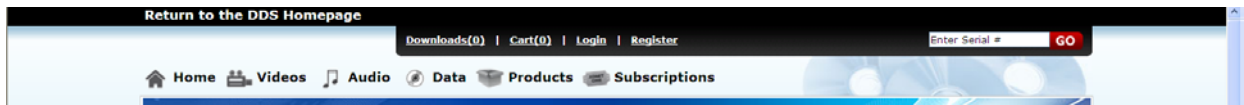
#### Q. I accidentally ordered the same product twice. What do I do?

A. Please use the contact information at the bottom of the web page to contact customer service. They will help you with your order and refund your credit card.

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#### Q. How do I download my file after purchasing it?

A. Downloads appear in the toolbar at the top of the page. Click on the title of your download. A dialog box will ask you to save or open your file. Choose save to your desired location and the download will begin immediately.



#### Q. The file I purchased won't download. What should I do?

A. Once you have purchased a file to be downloaded, that file will always remain available for download. Simply log into your account and click on <Downloads> button at the top of the page. Your available files will be displayed.

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#### Q. I was downloading my file and it did not finish. What do I do?

A. That can happen sometimes due to an interruption in your connection to our web server. Simply log back into your account, select the <Download> button at the top and re-download the file.

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#### Q. How do I create an account?

A. Creating an account is necessary in order to make a purchase. Once your product is selected and placed into the shopping cart, select <Checkout> then select <Register> to create a new account. You will be asked to enter your contact information and choose a password that is at least 6 characters and alpha-numeric. (You can also create a new account from any other page by selecting the <Register> button at the top right of the page.)



(See next page for more FAQs.)

**Q. What is a serial number download?**

A. Serial number downloads function with digital download cards. A unique serial number is attached to one or more audio or video files allowing downloading of those files a specific number of times. To retrieve the file, enter your serial number in the serial number box in the upper right hand corner of the toolbar and click <Go>. All files linked to that serial number will be displayed and you will be given the option to download them.



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**Q. I downloaded a file and now I can't find it. What should I do?**

A. When you purchase and download a file, that file will arrive at whatever folder you have specified on your hard drive. If you don't remember which folder you downloaded to, run a file search on your computer for files added on that date.

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**Q. What forms of payment do you accept?**

A. We accept Visa, MasterCard, Discover and American Express.

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**Q. How can I put my downloaded file into iTunes?**

A. When iTunes is installed on a computer it asks to manage all incoming audio files. If allowed, iTunes will copy all new audio files into its music folder and manage the music for you. It will then copy those files to the iPod the next time the iPod is connected to the computer. Sometimes we Zip multiple files together using WinZip for speed of delivery and ease of handling. When the Zip file is downloaded to your computer, iTunes will not recognize the file as audio tracks and not automatically manage them. You must double click the Zip file and uncompress the music tracks back into their individual MP3 files (or MP4 video). Our MP3 files are designed to be playable on all players. Simply instruct iTunes to import the uncompressed MP3 files and iTunes will move those files into its music folder and manage the music for you.

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**Q. I tried to place an order but received a message saying my email address is invalid when I went to checkout. What should I do?**

A. You will need to create an account first. Select <Register> at the checkout screen and create an account. Then proceed to checkout.

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**Q. I purchased a subscription to a video series. How do I navigate to my videos?**

A. When you purchased your video subscription you created an account using your email address and chosen password. Immediately the Subscriptions button at the top of the page changed in numeric



value to show your subscription (see example above). Click on this button to display your subscription(s). This will take you to the Manage Subscriptions page (see example below). Here you can:

1. Access your videos (View Items)
2. Update your account (Update Details)
3. Cancel your subscription (Cancel).



*To access your videos in the future:*

1. Navigate to the Home page of the site with your browser
2. Click on "Login" at the top of the page and log into your account



3. The Subscriptions tab at the top of the page will change to show one or more subscriptions are active. Click on this link to go to the Manage Subscriptions page.
4. Select "View Items" to access your videos (see below)



**Q. How do I download a Kindle book to my Kindle?**

A. A Kindle book cannot be downloaded directly to your Kindle. You must download to a computer first and then transfer the file to your Kindle via the USB port. Consult your Kindle owner's manual for additional instructions.