

ORDERING INFO

Customer Service/
Toll-Free
Order Line:
1-800-669-2256

Fax Number
(210) 614-4336

Business Office
(210) 614-7246

AFTER HOURS
Digital Recorder
available

Need Assistance in Selecting Products?

We have customer
service staff to answer
your questions
and help you with
choices.

1-800-669-2256

Information contained in this catalog is not intended to give medical advice or replace the services of a physician. The purchase of products does not make you a patient of the Pain & Stress Center. If you have medical problems, seek medical advice should you feel it necessary.

HOURS: Mon–Thurs, 9 am–5:30 pm, Friday ‘til 5 pm, Central Time.

Order by PHONE: For U.S. credit card orders only, call our toll-free order line at **1-800-669-CALM (2256)**. (Mon–Thur 9 am–5:30 pm, Friday until 5 pm, Central Time). For your convenience, we accept MasterCard, Visa, Diner’s Club, and Discover.

Order by MAIL: **Pain & Stress Center, ATTN: Mail Order**, 5282 Medical Drive #160, San Antonio, TX 78229-5379. We must have your state and driver’s license number to process your order. *Please allow an additional 10 days for processing orders paid by personal check. Payment by money order or credit card ensures fastest processing.* If sending credit card information by mail, we must have your signature to process your order.

Order by CHECK: All checks and money orders should be drawn on a United States Bank and be in U.S. funds. **Our policy is to hold personal/business checks for 10 working days prior to shipment of order.** *To expedite your cash orders, send us a money order, cashier’s check or certified check. Or order online with PayPal.*

Order by FAX: Call (210) 614-4336 to send your order via FAX 24 hours a day. If you have trouble call the business office at (210) 614-7246 during business hours, and tell them you are trying to send a FAX. They will be glad to assist you.

Order by INTERNET: www.painstresscenter.com

BREAKAGE: We package your order with great care so it gets to you in good condition. However, sometimes bottles are broken. **SAVE THE BOX IN WHICH IT WAS SENT AND THE CONTENTS INCLUDING BROKEN ITEMS.** *Contact our Customer Service Department for instructions.*

Orders are usually processed within 48 business hours.

To Our International Customers:

International customers are welcome to order via our website, 800 number, fax, or mail. No checks accepted. Call our business office for customs issues and country restrictions.

Please allow 10 days (business days) to receive your order.

PRODUCT RETURN POLICIES:

All UNOPENED merchandise in resalable condition purchased less than 30 days ago is returnable. WE **DO NOT** ACCEPT OPEN BOTTLES FOR RETURN. An authorization number is required on any products returned for replacement or credit. We will not accept unauthorized returns.

We reserve the right to refuse ANY product not in resalable condition. Audio CDs will be exchanged for the identical CD only if defective. We will not otherwise accept CDs or books for exchange or refund.

Shipping fees are not refundable. It is the responsibility of the person returning an item to pay for return shipping. There is a 20% restocking charge!

Any time you have products to return, please call our mail order department first and obtain a return authorization number. Write that number on the box : **ATTN: Returns #_ _ _ .** This helps us process your return quickly and correctly. Only products authorized for returns will be honored. *Please allow 30 days for refund credit to show on your account.*

We appreciate and Thank You for your order!

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