

Tips to Make Your Purchase Go Smoothly

(Please help us make your experience happier! Here are a few things to remember)

- 1) **VERIFY YOUR ORDER ON THE PAYPAL SCREEN.** Before clicking submit, make sure the description on your PayPal order matches what you really wanted to buy! You do not have to have a PayPal account to use it. There is usually an option near the bottom to proceed without using a PayPal account.
- 2) **ORDER FROM THE EMAIL ADDRESS YOU WANT TO RECEIVE YOUR CONFIRMATION, CALL INFO, OR DOWNLOAD LINKS.** If PayPal has an old email address for you, all our correspondence will end up going there. Similarly, if you use your partner's account, they'll receive the info at their email address. One of the biggest things you can do to avoid having to follow up with us is to update your email address on your PayPal account. If you buy just using a credit card, *double-check* that you've entered the correct spelling for your email address. Sometimes, including where you'd like us to send it in the notes is overlooked by us--we get hundreds of orders a month--we'll try to honor your request, but even if we fix it once, each new order will continue to be a problem until your PayPal account reflects the email address you actually use.
- 3) **SAVE YOUR PAYPAL RECEIPT!** In the event that you do not receive the call in information and it is less than 24 hours before the event, please forward this receipt to us with a note that you don't have the call in information. This is the quickest way for us to verify your registration. It can take time for us to go through hundreds of registrations to find yours, but a receipt means our response can be immediate! **(We recommend you create a folder in your email account for PayPal or Purchases to save these receipts)**
- 4) **FOR TELESEMINARS, WATCH FOR REGISTRATION CONFIRMATION - YOU AGREE NOT SHARE THE NUMBER WITH OTHERS - YOU MAY HAVE THEM SIGN UP FOR THEMSELVES.** You should get an email from us a few days following your registration for any live event. If you don't get one, let us know. That way you won't be missed when the call in information finally goes out 24 hours before the event.
- 5) **IF YOUR EVENT IS RECORDED, DOWNLOAD IT AS SOON AS YOU RECEIVE THE LINK.** Teleseminar groups are recorded and all live participants will receive a link to download the recording. We now require you to download the recording before the link expires (which is usually 30 days from the event date). To be safe, *download it immediately*. Check for sound quality--if the sound is no good, delete and re-download. Check for length--make sure it is the same length as the event, as occasionally a download is cut short. If yours is only partially downloaded, delete and re-download before the link expires. Due to the large number of participants, after the link sent to you has expired, we now ask that you repurchase the recording from the website. Please do not share recordings or we will not be able to keep them available, thank you.
- 6) **IF YOU'VE ORDERED A PAST RECORDINGS.** Your download link will be sent to you within a few days of your order date. Check your spam and junk mail boxes. We send the email to as many people as have ordered it that week, so some email programs believe it is junk mail that is being sent. Please download it right away and check for sound quality and completeness. If either is a problem, you can delete the download and re-download it. Please let us know if you don't receive the recording link within one week, if we don't hear from you right away, we'll assume we've delivered the product and later if you have a problem you will need to repurchase it to have us send it again.
- 7) **BACK UP YOUR DOWNLOADED FILES.** **If you lose your recording, you will need to re-purchase it.** The number of people who have bought recordings is only growing exponentially. Once the download is in your hands, we cannot help you with technical problems. We recommend making a note of where you've saved it and back up the file onto a disk or alternate storage right away. We are not technical gurus, so please contact your tech person if you have trouble with your computer. If your computer crashes or you can't find where you saved the download, you will need to buy it again if you want us to send another link. Thanks for your understanding in this matter, we have limited staff and cannot keep pace with the number of you who "lose" their download for one reason or another.
- 8) **RECORDINGS ARE THE PROPERTY OF EFTWORLDWIDE.COM, DOEFT.COM, Spirit Healing Power and other websites owned & operated by Kim Eisen.** You agree to only use them for your personal use and if you think someone you know may benefit from them, you should advise them to purchase their own copy at www.EFTWorldwide.com