

ASUKABOOK®

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FREQUENTLY ASKED QUESTIONS

Shipping & Handling

How will you ship my AsukaBook order?

Your AsukaBook order will be shipped via United Parcel Service (UPS) unless otherwise specified.

Do you have expedited shipping options?

Yes, when placing your AsukaBook Order you will have the option to choose the method of shipping you prefer. If a preferred method of shipping is unavailable on the drop-down menu, please contact Customer Care.

Where is my order shipped from?

AsukaBook orders are processed in Bend, Oregon, produced in the Asukanet production facility in Hiroshima, Japan, and shipped to customers from our Bend office. All orders must be shipped from Oregon so they will receive final review, packaging, and processing.

Do you drop ship?

No, unfortunately we do not drop ship orders directly to customer's clients. We ship directly to the shipping address on account for you to review and present to your clients. If you live outside of the United States and your client lives in the US, please contact us for further shipping arrangements if necessary.

Will you send me tracking information once my order is shipped?

Yes, you will be sent an e-mail confirmation that your order is prepared to be shipped. The e-mail will contain a link to your updated sales receipt/statement that will include your tracking number so that you may track your package in transit via www.ups.com or other shipping web site.

Can all my recent orders be shipped together?

Yes, but only if we receive multiple orders at our distribution center at the same time. In this case, you will need to contact us to arrange combined shipping, as it will not be done automatically. We are unable to hold numerous orders/books on site awaiting more to arrive from our production facility, so most orders will be shipped individually.

Is there a handling fee for AsukaBook orders?

Yes, all AsukaBook orders incur a handling fee.

How much is the handling fee?

Handling fee is \$7.50 for up to 20 books and increases by an additional \$7.50 for every 20 books thereafter. Please contact AsukaBook Customer Care for bulk order handling fee estimates.

Why does AsukaBook charge a handling fee?

A handling fee is charged to all AsukaBook orders to for review, a white glove inspection, and processing of each order.