

Shipping & Delivery Policy

Challenger Point Practice

Our Shipping Policy was last updated on January 4, 2024

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Disclaimer:

- **"Company"** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Contrails, Ltd doing business as Challenger Point Practice
- **"Goods"** refers to the items offered for sale on the Service.
- **"Orders"** means a request by You to purchase Goods from Us.
- **"Service"** refers to the Website.
- **"Website"** refers to Challenger Point Practice, accessible from www.challenger-point.com
- **"You"** means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **"Approval"** means the clinical service you paid for.
- **"Training"** means the education you paid for.

Thank you for visiting Challenger Point Practice. The following terms and conditions constitute our Shipping & Delivery Policy.

Domestic Shipping Policy

Shipment processing times

Challenger Point Practice does not sell or fulfill Orders of physical products. If you complete Psychiatric Service Dog Training, you will receive a complimentary ID card for service dog verification. ID cards are shipped within 1-2-business days and typically take 5-7 days to receive at your address on file.

If We are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of Your Order, We will contact You via email or telephone.

Shipping rates & delivery estimates

There are no shipping charges involved.

All Orders of ESA Approval or Psychiatric Service Dog Approval or Psychiatric Service Dog Training and Approval are processed within 1 business day after payment is received. Processing time includes verifying your health insurance benefits (if applicable), matching you with an appropriate mental health professional or physician, emailing you a 'client portal invitation' with a registration link for access to a HIPAA compliant electronic health record system (e.g. Therapy Portal) and scheduling a clinical assessment with your matched provider.

If you are approved to use one or more Emotional Support Animals or a Psychiatric Service Dog, you will receive an emailed prescription letter (Approval) from your matched mental health professional or physician within 1 business day from the date of when your clinical assessment is complete. You will also receive the prescription letter in your Therapy Portal documents within 1 business day.

For Psychiatric Service Dog Training, once you complete your clinical assessment, you will be matched to a professional dog trainer who will contact you by email or telephone to schedule your online training sessions. Once your Training is complete, you will receive a Training certificate and prescription letter by email and in your Therapy Portal documents within 1 business day. You will also receive a complimentary ID card for your psychiatric service dog, which typically takes 5-7 business days to arrive at your mailing address on file.

Shipment to P.O. boxes or APO/FPO addresses

Challenger Point Practice ships to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses.

Shipment confirmation & Order tracking

Since Challenger Point Practice does not sell physical products, you will not receive shipping confirmation or order tracking information.

Customs, Duties and Taxes

Challenger Point Practice is not responsible for any customs and taxes applied to Your Order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes)

Damages

Challenger Point Practice is not liable for any products damaged or lost during shipping. If You received Your ID card damaged, please contact the shipment carrier to file a claim and notify Challenger Point Practice as soon as possible.

Please save all packaging materials and damaged goods before filing a claim.

Contact Us

If you have any questions about this Shipping Policy, You can contact Us:

- By visiting this page on our website: www.challenger-point.com
- By sending us an email: info@challenger-point.com
- By calling +1-970-363-4031