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## Products



### 1) On what format are the video and audio materials provided?

ALL audio and video material is now provided on CD and/or DVD.

### 2) How can I get a paper catalog?

Catalogs are available at all GKIC events. In addition you can download our latest catalog here (Adobe Acrobat Format). Send an e-mail to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) to request a catalog

### 3) I am looking for the Magnetic Marketing Toolkit Supplements but don't see them anywhere on the website?

These supplements are only available by email request. You must own or purchase the Magnetic Marketing System as a prerequisite to obtaining either supplement.

Special Magnetic Marketing Supplements Now Available.

By Dan Kennedy

My most popular product continues to be THE MAGNETIC MARKETING SYSTEM.

Well over a million dollars worth of these systems are sold each year, with a strong guarantee, and with a 96% satisfaction rate. If you do NOT own this System, it is almost mandatory as a means of understanding and implementing my marketing strategies.

There is a MAGNETIC MARKETING SUPPLEMENT specifically for Dentists and Chiropractors now available. The Supplement provides sample letters, letter sequences, and other marketing documents specifically for use by these two professions, in implementing Magnetic Marketing.

There is also a MAGNETIC MARKETING SUPPLEMENT specifically for the Network/Multi-Level Marketing Business.

Please send an email to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) to request information

regarding the Magnetic Marketing Toolkit Supplements. Please provide your full name, mailing address and phone number.

#### **4) I have specific questions about the products and don't know what to buy first?**

a) The website spews ALL of the details that are possibly available about each product. Feel free to try them out knowing you have our 12 month guarantee on all brand new items purchased at our Glazer-Kennedy Webstore.

See the section below entitled PAYMENT/REFUNDS for details on our Industry Leading 100% Satisfaction 12-Month Guarantee Return Policy

b) Sign up for Dan Kennedy's Successful Marketing Strategies to get free marketing advice and tips, specials on Dan Kennedy's money making tools and more details about what tools can help you.

#### **5) I just wonder why the Briefcase style box and the cassette tapes were not included in the renegade system I received? (When the sales letter says that it is included)**

The sales letter has been changed to reflect the change in the actual product. We apologize for the inconvenience. We are not responsible for typographical errors or misprints in our product copy; when you order you will receive the most recent version of our products and systems.

## **Shipping**



#### **6) How long will it take to receive my product?**

Please allow two weeks for shipments to reach you in the contiguous United States. Please allow four weeks for shipments to reach all other destinations. In most, but not all, cases you will receive an email with tracking information if it is available. If you do not receive your order within this timeframe, please send an email to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com).

#### **7) Can I get expedited shipping?**

We have a reliable, efficient process in place to process orders in the queue order that they were received. We do not offer expedited shipping.

#### **8) By what means are orders shipped?**

Orders are shipped via US Postal Service, UPS or DHL or FEDEX depending on the materials and location from where it is being shipped. In most, but not all, cases you will receive an email with tracking information if it is available.

#### **9) I am in the Continental US and I placed an order but forgot to select my shipping method?**

The only shipping options that we offer are Continental United States or International. If you are not physically on the contiguous U.S., then you must select International shipping. If you forgot to select the shipping method then you were charged the International rate. If you are a Continental US customer and forgot to select your shipping method, please send an email, as soon as possible after

placing your order, [refunds@Glazer-KennedyWebstore.com](mailto:refunds@Glazer-KennedyWebstore.com) to request a shipping adjustment. Please provide your full name and order number.

#### **10) Why are your shipping charges so high?**

To protect you as well as ourself, we ship our packages via courier with insurance and tracking.

#### **11) I ordered several items but only one has arrived. Where are my other items?**

Our products are shipped from several warehouse locations so your order may arrive as multiple shipments. If you are concerned that we forgot something please send an email to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com). Please specify which items you have received and which items are missing. Please provide your full name and order number.

#### **12) I recieved an email with my tracking information and then another email which says that shipment was voided. What does that mean?**

The package tracking system will automatically send you an e-mail when a shipping label is created for your order. If an error was made while creating that label, the fulfillment house may have to void it to create a new label. The package tracking system will send you an email to let you know about the void. Most likely at the same time a replacement label has also been created in which you recieved yet another email. Sorry about the inundation with email but we want the system to be as automatic as possible.

## **Orders**



#### **13) I have tried to place my order but cannot get past the Security Verification Image?**

The system may be busy or you may get that error when something else is wrong. Completely close your browser, wait a few minutes and try again. If you still experience trouble fax in your order:

On the online check out page: fill in your billing and shipping information, print out the order form and fax it to 410-296-3973.

#### **14) My order was declined because of an AVS mismatch?**

The address verification system is in place for the security of the customers as well as the merchant. The Address Verification System will decline a transaction because the billing address you have entered for your order does not match the address on file with your credit card company.

If you are a domestic customer: Please contact your credit card company to determine the correct address registered to your credit card. Please resubmit your order using that new address or email the correct billing address to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) and we can manually process the transaction. \*\*\* For your protection - Do NOT email your full credit card number \*\*\*

If you are an international customer: The AVS system is incompatible with many international credit card companies. Please select the option to process OFFLINE if given the opportunity or send an

email to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) to request manual Offline processing of your order. Please provide your full name, mailing address and phone number to help us locate your order. \*\*\* For your protection - Do NOT email your full credit card number \*\*\*

### **15) How many different ways I can place my order?**

#### **ORDER ONLINE**

Place your order online at [www.DanKennedy.com](http://www.DanKennedy.com) using American Express, Discover, JCB, Mastercard and Visa credit cards or PayPal. PayPal is secure and allows you to pay with a credit card, bank transfer or e-check. PayPal is free to buyers, allows you to shop without sharing financial information and gives you 100% protection against unauthorized payments sent from your account.

#### **ORDER BY FAX**

On the online check out page: fill in your billing and shipping information, print out the order form and fax it to 410-291-3973. Our customer service representatives will place your order manually.

#### **ORDER BY MAIL**

[endif]--> On the online check out page: fill in your billing and shipping information, print out the order form, include a check or money order payable to Glazer-Kennedy Webstore and mail to:

Glazer-Kennedy Webstore  
407 W. Pennsylvania Ave.  
Towson MD 21204

Please be aware that your check or money order must clear - which can take up to 10 banking days - before we will ship any product.

### **16) Something weird happened, I did not receive a confirmation email and I am not sure if my order went thru?**

Please send an email to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) to request verification of your order. Please provide your full name, mailing address and phone number to help us locate your order. \*\*\* For your protection - Do NOT email your full credit card number \*\*\*

## **Payment / Refunds**



### **17) My credit card keeps getting declined, and I cannot live without this Dan Kennedy money making tool. What do I do now?**

If you receive a decline message and no reason is given. Verify that your billing information is correct and try again. Please do NOT do several repeated attempts. Your credit card may be flagged for possible fraudulent activity.

Other than declines due to an AVS mismatch we are unable to determine why a credit card has been

declined. You may wish to contact your credit card company to determine the issue and any possible resolution. If you have resolved that issue and would like us to reprocess the transaction please send an email to: [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) to request reprocess of your order. Please provide your full name, mailing address and phone number to help us locate your order. \*\*\* For your protection - Do NOT email your full credit card number \*\*\*

Consider ordering with an alternate payment method.

### **18) How do I return a product for refund?**

Items purchased at "the internet's only authorized source for Dan Kennedy and Glazer-Kennedy products, the Glazer-Kennedy Webstore," are entitled to "Dan Kennedy's 12-month 100% satisfaction guarantee." If, for any reason within the first 12 months you aren't 100% satisfied with your chase, then you can return it to us for a refund of your purchased price.

Please send an email to [returns@Glazer-KennedyWebstore.com](mailto:returns@Glazer-KennedyWebstore.com) to request a return authorization. Please provide your full name, phone number and order ID number if available. You will receive an email with instructions where to return your product. Failure to follow the return procedures could result in a 10% restocking fee.

Please read our liberal return policy.....

Items purchased at "the internet's only authorized source for Dan Kennedy and Glazer-Kennedy products, the Glazer-Kennedy Webstore", are entitled to "Dan Kennedy's 12-month 100% satisfaction guarantee". If, for any reason within the first 12 months, you aren't 100% satisfied with your purchase you can return it to us for a refund of your purchased price.

In order to make sure your return is handled properly please read the following:

In order to receive a full refund of your purchase price (less S & H charges), please make sure to follow the directions below:

\* First of all, you must have purchased the item from the Glazer-Kennedy Webstore. This may sound crazy, but it's incredible the calls and e-mails we get from people who have purchased a "supposed" Official Glazer-Kennedy product from some other person or company posing as the "Real Thing", selling "less than authorized" (putting it nicely!) copies of our products. We are the **ONLY AUTHORIZED PLACE ON THE WEB FOR DAN KENNEDY AND GLAZER-KENNEDY PRODUCTS ... PERIOD!** If you don't buy it from us, please don't come to us demanding a refund. We fully honor our refund policy for those original purchasers of our products directly from the [Glazer-KennedyWebstore.com](http://Glazer-KennedyWebstore.com) and [DanKennedy.com](http://DanKennedy.com)

\* You must receive a return authorization number before returning your product. This is extremely important!

\* You must return the products to the address specified in your return authorization. **DO NOT SEND YOUR PRODUCT BACK TO GLAZER-KENNEDY INSIDER'S CIRCLE OFFICES OR ANY OTHER PLACE INCLUDING OUR FULFILLMENT VENDORS UNLESS SPECIFICALLY DIRECTED TO IN THE RMA YOU RECEIVE OR YOU WILL NOT BE CREDITED FOR YOUR RETURN - WE MUST**

RECEIVE ALL RETURNS AT THE ADDRESS SPECIFIED BY OUR RETURN DEPARTMENT ONLY.

\* The returned package must include all parts of the ordered product, forms and bonus materials and original packaging if applicable.

To receive a return authorization:

Send an email to [returns@glazer-kennedywebstore.com](mailto:returns@glazer-kennedywebstore.com) to request a return authorization number and an address to ship back your returned item(s) to. Please provide as much detail as possible regarding your original order: name, order id, product, and date if available. As soon as we have processed your request you will receive an email with instructions where to send the return.

Return all products in like new condition with original packaging if applicable. Once we receive your returned package, we will process your refund for the purchase price less shipping and handling charges. Your refund payment will be in the same manner of your original payment. If you paid by credit card, your refund will only be credited to the same credit card used for the purchase.

Failure to comply with the above procedures may result in a restocking fee of 10% of the product purchase price.

### **19) I would like to pay for my order with more than one credit card.**

Please fax in your order. On the online check out page: fill in your billing and shipping information, print out the order form and fax it to 410-360-6269. Attach additional information as needed. For each credit card that you wish to use, please specify the billing address registered to that card, the card number, expiration date and the amount you wish to apply to that card.

## **General**



### **20) How do I get my website to look just like Dan Kennedy's?**

Dan Kennedy's Official website is custom designed and built by a web developer. It is not a cookie-cutter site sold to us by a vendor, and as such, you would need either hire a web developer or simply duplicate our html code.

### **21) My issue is not addressed above... How do I reach Customer Service?**

Please send an email with as much detail as possible so that we may efficiently resolve your issues.

For questions regarding Glazer-Kennedy Webstore Orders email [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com)

For issues regarding returns of Webstore Orders email [returns@Glazer-KennedyWebstore.com](mailto:returns@Glazer-KennedyWebstore.com)

For issues regarding your Gold or Platinum membership email [info@DanKennedy.com](mailto:info@DanKennedy.com)

Visit the CONTACT US page for more contact information.

## **22) I have not been getting my emails....**

If you have not received any emails, please see our whitelisting instructions below:

### How To White List Emails

To make sure you don't ever miss a single issue our Successful Marketing Strategies, please follow the instructions according to your type of email account.

### YAHOO

To ensure your email alerts are delivered to your Yahoo inbox (not the Bulk Mail or Junk Mail folder), you can instruct Yahoo to filter it to your inbox. Here's how:

1. Open your Yahoo mailbox
2. Click Mail Options
3. Click filters
4. Next, click add filter
5. In the top row, labeled From Header: make sure contains is selected in the pull-down menu.
6. Click in the text box next to that pull-down menu, then enter the address [dan@dankennedy.com](mailto:dan@dankennedy.com). (Please select the email address from the list provided, if available. Repeat this process with the address [info@dankennedy.com](mailto:info@dankennedy.com) and [\\*@dankennedy.com](mailto:*@dankennedy.com)).
7. At the bottom, where it says Move the message to: select Inbox from the pull-down menu.
8. Click the Add Filter button again.

### HOTMAIL

If you are using Hotmail, you can ensure that your email alerts are delivered to your Inbox by adding our "From" address to your Safe List. Here's how:

1. Click the Options tab
2. Select Safe List (under heading Mail Handling)
3. In the space provided, enter the address [dan@dankennedy.com](mailto:dan@dankennedy.com) (and then repeat the process for [info@dankennedy.com](mailto:info@dankennedy.com) and [\\*@dankennedy.com](mailto:*@dankennedy.com))
4. Click add
5. When you see the address you entered in the Safe List box click OK

### AMERICA ONLINE (AOL)

If you are using AOL, you can ensure that your email alerts are delivered to your inbox by setting your Mail Controls. Here's how:

1. Go to Mail Controls
2. Select the screen name we're sending your email to
3. Click Customize mail Controls for this screen name

For AOL version 8.0: Select allow email from all AOL members, email address and domains.

1. Click next until the save button shows up at the bottom
2. Click save

If you have stopped receiving emails and have NOT opted out, please re-opt in.

### **23) Your email comes to me marked as SPAM**

Your ISP or mail program likely has an aggressive spam filter.

See either our whitelisting instructions (above) or check for features in your mail program or mail provider that will mark either \*@dankennedy.com or the emails as 'not spam'.

### **24) How can I get a paper catalog?**

Catalogs are available at all GKIC events. In addition you can download our latest catalog [here](#) (Adobe Acrobat Format). Send an e-mail to [CustomerService@Glazer-KennedyWebstore.com](mailto:CustomerService@Glazer-KennedyWebstore.com) (This email address is being protected from spam bots, you need Javascript enabled to view it) to request a catalog [CLICK HERE](#) to immediately download a PDF (187KB) version of our latest catalog.

### **24) Are there exceptions to the Guarantee offered on Web Store Success Resources?**

Yes. While it is our goal to offer this guarantee on all resources, some resources do not currently fall under this guarantee. A list follows below of the individual resources.

1. Creating Copy That Sells Online Course
2. Advanced Coaching and Consulting Bootcamp

These resources may have some kind of guarantee or may not; further information is available in the resource descriptions. Their inclusion here simply means that they do not have our general guarantee.

[Close Window](#)