



We have decided that we will no longer be offering tech support for our web-based products. In the past, we helped people who have trouble downloading an article from our website, listening to an audio file or watching a video clip.

As of now, we offer a full, prompt refund if you purchase an electronic product like the Video Library and cannot access it, but we do not offer support by phone or e-mail to help you figure out the problem. We have posted extensive instructions on the appropriate pages of the web to help you walk through most situations by yourself. This decision is effective immediately.

We have three reasons for making this change in policy.

First, it is an issue of design. We are not a tech company, we are researchers. We are doing well to learn enough technology to put these products on the web. We simply don't have the skill, time or calling to offer tech support to our growing customer base.

Second, too many customers default to calling us instead of reading directions. No matter how clearly we spell things out, some people don't or won't take the time to read and the time spent enabling irresponsible people is time we could spend on research and development of new teachings.

Third, there are lots and lots of people out there who can do this. For the most part, the problems we encounter are not complex and almost everyone has a granddaughter, neighbor boy or friend who is tech savvy and can walk them through the problem better than we can. Just ask around.

Again, we will cheerfully refund your full amount if you cannot get the Video Library or other paid electronic product to work, but we won't invest time in troubleshooting your computer over the phone.

[Click here](#) to view the downloadable instructions on our website.