

FAQ – CUSTOMERS

Who are Grey Wolf Publications?

Grey Wolf Publications are a new publishing house who publish quality paranormal, spiritual and new age ebooks. It is important to us that people can come back time and again to look for ebooks which can help them on their spiritual path.

We also sell Reiki attunements, including Tulip Passion Reiki, Oneness Reiki and Datum Reiki which were founded by Alec Summers, therefore you will receive those directly from him. Our newest Reiki system is Elemental Kings' Reiki which was founded by Alec and Debbie Summers. If you order any (or all) of the Elemental Kings' attunements, you will receive them from both Alec and Debbie.

Grey Wolf Publications is owned by Alec and Debbie Summers who are Tarot, rune and palm readers and Reiki Masters. We are also co-authors of the book, "Orb and Ghost Photos". You can find out more about us [here](#).

Ordering and Payment

How do I pay for my ebook or attunement?

When you order anything from us you will automatically be sent to the Paypal website to pay for your goods. We don't see your account details at all. We only receive your name, email address and physical address. It is a very safe and secure way to pay.

Paypal will immediately send us an email with details of your order. We will get in touch with your order within 48 hours – hopefully a lot sooner.

What do I do if I have problems with my order?

Please send an email to debbie.summers@greywolfpublications.com and we will do our utmost to help you as soon as possible. We aim to answer all emails within 48 hours – usually we get in touch before then.

How do I receive my ebook after payment?

You will receive your ebook by email within 48 hours – hopefully a lot sooner than that. If you order from www.lulu.com, you will receive them by instant download.

What are ebooks?

Ebooks are a way of publishing books digitally. We only publish ebooks as they are so easy to pass on to buyers over the internet. We simply email them to you. You can read them from your PC, laptop, pda and even some mobile phones. We offer in pdf format as this is the most easily available format on the internet. You can also print them so that you can read them the old-fashioned way.

Where do I download the readers necessary to read my ebook?

For pdf go to <http://get.adobe.com/uk/reader/>

How do I know if the ebook is what I am looking for?

All ebooks offer a free sample which you can download and read before purchase. This means you can make an informed decision about each and every ebook, just as you would with a printed book in a bookshop.

Reviewers

How do I get a review copy of your ebooks?

Please send us a link to your latest reviews and an email address. We can then arrange for you to receive a review copy. Please contact debbie.summers@greywolfpublications.com.

Contacting Us

How do I contact you if I want to ask you a question?

Please email us at debbie.summers@greywolfpublications.com and we will contact you within 48 hours. We try hard to get in touch earlier where possible

Privacy and Security

How safe are my details?

We will never sell, give away or pass any of your information to any third party. We abhor junk mail and spam and we will not betray your trust by letting anyone anywhere near your details. We will protect you at all times. We respect your privacy and we will not spam you with information that you don't want. If you wish to unsubscribe from our email list, please email us on debbie.summers@greywolfpublications.com and let us know.

When you place an order with us you do so directly through Paypal therefore we never see your financial details at any time.

It is important to us that you feel safe shopping with us, so if you have any questions please let us know. Email us on debbie.summers@greywolfpublications.com.