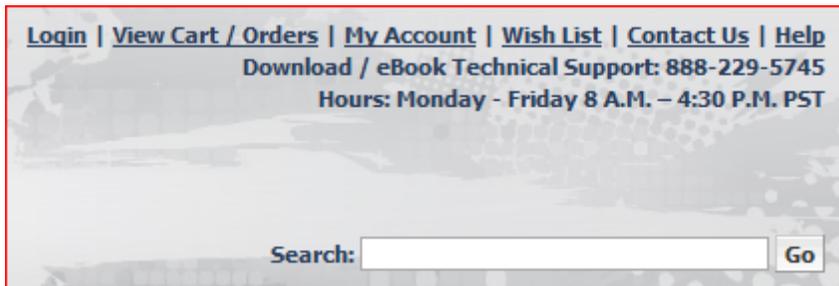


## Quick Reference on Downloading Digital Products

**Question:** How can I find a product on the website?

**Answer:** A product can be found on the Coaches Choice website by three primary ways: author, title, and keyword or phrase. You can enter any of these search criteria into the search field located at the top right of the website.



Once the search ends, a list of results will appear from which you can select the desired product.

Use the settings below to indicate what you are searching for:

Search For:

Search Descriptions: Yes  No

Category:

Author:

Show Pics: Yes  No

Min Price:  Max Price:

**Category Matches**

[Aquatic Activities - Swimming](#)

**Product Matches**

Name	SKU	Category	Author
<a href="#">Basic Backstroke Swimming Technique</a>	827008029792	<a href="#">Aquatic Activities, Swimming, Fundamental Skills</a>	<a href="#">Michael Wender (University of Washington)</a>
<a href="#">Basic Breaststroke Swimming Technique</a>	827008030095	<a href="#">Aquatic Activities, Swimming, Fundamental Skills</a>	<a href="#">Michael Wender (University of Washington)</a>

To refine this list, enter more specific information into the search for field or use the other advanced search fields as shown above. A list of authors from which you can choose is provided, that you can use to search specifically by an author's first and/or last.

**Question:** Will my download work on my Mac?

**Answer:** Yes, Coaches Choice DVDs can be downloaded on both a PC and a Mac, using Windows Media Player.

**Question:** Will streaming work on my Mac and PC?

**Answer:** Yes, streaming videos can be viewed on both a Mac and a PC.

**Question:** Will eBooks work on my Mac and PC?

**Answer:** Yes, eBooks can be read on both a Mac and a PC

**Question:** I've purchased my download/eBook, now what?

**Answer:** After you have purchased your download/eBook, you will receive an email at the email address associated with the order, with a download link and instructions for downloading your video. You can only download the video you selected twice.

**Question:** How can I get assistance with my download?

**Answer:** You have two ways to obtain assistance with your download(s). You can call our tech support department at *888-229-5745 during the hours of 8:00 A.M. – 4:00 P.M. PST* or you can email our customer support department at [support@coacheschoice.com](mailto:support@coacheschoice.com). When you email or call, please provide the following information so your request can be expedited:

- Order number
- Name on order
- Title(s) with which you need assistance
- Best way and time to contact you (e.g., phone or email)
- Phone number
- Email address

**Question:** Help, I lost my download, how do I get it back?

**Answer:** The first step to finding your download(s) is doing a search within your computer. You can search your computer for your download by the title of the video purchased. If the download is not found within your computer, the following steps should be undertaken:

Log on to the website. Click on my account on the top right corner. In the middle of the page you will see a view download link. When you click on it, it will take you to a page with all your orders. On the far right, you will see a download button. Follow the prompts.

**Question:** I purchased my download/eBook/stream; but I haven't received my email?

**Answer:** You can log on to the website. Click on my account on the top right corner. In the middle of the page, you will see a view download link. When you click on it, it will take you to a page with all your downloadable orders. On the far right, you will see a download/view button. Follow the prompts.

**Question:** What if view download(s) does not show my videos/books?

**Answer:** If you have downloaded the videos/books that you purchased more than two times per product, the download feature will be disabled. Accordingly, you will need to re-purchase the videos to download them again.

**Question:** I downloaded an ePub book, but I can't open it?

**Answer:** You will need an ePub reader to open and to read the eBooks. Unless you download one of these readers, you will not be able to open your eBook. Several different versions of ePub readers exist, including the following that are available at no cost to you are:

- [Calibre](#) (Suggested)
- [eReader](#)
- [Mobipocket](#)

**Question:** I purchased a video/book that I already had, can I get my money back?

**Answer:** No, all sales on digital files are final – absolutely no refunds or exchanges.