



## ONLINE ORDER POLICY

### Minimum Order

There is no minimum for online ordering.

### Processing an Order

Our goal is to expedite your order as fast as possible. Orders for all in-stock merchandise are processed within 24-48 hours. Shipping then takes between 1-7 business days.

### Order add-ons

Same day order add-ons are welcome. Simply email us from the contact page or call us at 1-800-589-9686 and a customer representative will assist you.

### Special Orders

Some specialty items may require additional delivery time. Please contact customer service to answer any questions.

### Special Prices

Schools and government entities can request special bulk pricing. This type of pricing is based upon volume. Please e-mail us or contact our customer service at 1-800-589-9686.

## RETURN POLICY

### Returns

We guarantee your satisfaction, and therefore we do accept returns. All returns are subject to a 25% restocking fee. Return requests must be made within 15 days of the shipment date. We are unable to accept unauthorized returns. Please contact customer service for approval.

The following are the 5 steps that must be taken in order to return an item:

1. Please provide the following information in your e-mail or to a customer service representative:
  - Your Company Name (if applicable)
  - Your Name
  - Order Number
  - Number of item(s) to be returned
  - Reason for Return Request
2. We will issue you a Return Authorization (RA) number - YOU MUST OBTAIN THIS NUMBER BEFORE SHIPPING YOUR PRODUCT. The goods associated with this RA number must be post marked within 7 days of the numbers issuance.

3. Please make sure to clearly mark your RA number on the shipping label of your package. Please do not write your number directly on your box - only on the shipping label.
4. We are not responsible for items that do not arrive at our warehouse. Therefore, we strongly suggest that you ship your package in a way that allows you to track the shipment and receive proof of delivery.

## **TERMS & CONDITIONS**

### **Payment**

We accept payment for orders from any of the following methods:

- Major Credit Card

### **Major Credit Cards**

We accept Visa & MasterCard.