

INSTRUCTIONS

Addresses: Please provide complete shipping and billing information. If the shipping address is different than the billing address, please do not use a P.O. Box for the shipping address. *Telephone and e-mail addresses are important in the event there is a problem with your order.* Please phone or email the number or address above to receive confirmation of receipt of your order and the anticipated delivery date.

Computing Prices: Please be careful when completing your order form. When ordering multiple items be sure to multiply the base price by the number of items being ordered. Some items are priced individually unless stated otherwise in their description. For example, all nipple shields are all sold individually, so the total cost for a pair is twice the cost of an individual nipple shield.

Engraving: Some items may be engraved. Please include the desired inscription and font in the description of the item being ordered. Use additional lines as required and please print clearly using the desired case.

Custom orders: Please contact us in advance when ordering custom items to be sure we completely understand your requirement. Please be sure to fully describe the item being ordered on the order form. Use additional pages as required. Please allow additional time to fill your order as each item is hand made.

Sales Tax: Florida residents please add 7% sales tax.

Shipping: Standard shipping rates are provided in the catalog description for each item. All orders are shipped insured. Express shipping and foreign shipping are provided with additional charges. Foreign shipping is by FEDEX or USPS only. *When foreign or express shipping is required, please contact us for the shipping charges prior to placing your order. Express mail cannot be delivered to P.O. Boxes.*

Delivery Time: Please allow 4-6 weeks delivery. If your item is in stock, delivery time will be faster. Custom orders may require additional time depending on their complexity. Your order will be given additional priority in exchange for the rush order service charge (this does not include express shipping). The express handling charge is 25% of the item cost or \$25 minimum.

Signature: Please sign the disclaimer portion of this order form to ensure that we are not violating any local laws prohibiting the sale of our products to minors. This also ensures your place on our mailing list for future catalogs. Without your signature, we cannot include you on our mailing list. We do not sell, trade, or give our mailing list or any personal information to anyone without your express permission and this information is only used for official Pandora&Pendragon business. Your confidentiality is our utmost concern.

Method of Payment: Orders will be delayed 15 days for personal checks to clear. All other forms of payment will be processed immediately. On credit card orders, if the shipping address is different than the billing address, no P.O. Boxes please. We cannot process credit card orders over the phone. *Mail or fax credit card orders must have a complete signature, date, credit card number, and credit card expiration date to be processed. Please **do not** send currency in the mail. Please **do not** e-mail credit card information.*

Please make checks and money orders payable to: **Pandora&Pendragon**

Returns: Your satisfaction is important to us. If we have made a mistake with the measurements, you may return the product in good condition for exchange at no cost. Otherwise, we cannot accept returns on custom orders or items that have been engraved. Stock items in good condition may be exchanged for the cost of shipping. Stock items in good condition may be returned for a 25% restocking fee unless otherwise stated at time of sale. We will resize or repair any of our products for a minimal charge and shipping.