FactoryDirectCraft.com

315 Conover Drive • Franklin, OH 45005

Company:_____ Name:_____

Street: _____ Apt/Box #_____

Is this the address you received mail at? ❑ Yes ❑ No

City:_____ State: _____ Zip: _____

MAY WE PHONE YOU? It may be important for us to talk to you regarding your order. Your telephone number will **remain confidential** and will not be released to anyone.

Daytime Phone ( )_____ Cell Number ( ) _____ Promo Code:_____

E-Mail: _____ ❑ **Do Not Backorder My Order**

ITEM #	PG.#	QTY	COLOR	DESCRIPTION	UNIT PRICE	TOTAL

METHOD OF PAYMENT - Please circle one only

Visa / Mastercard / Discover Card / American Express / Check (U.S. Funds) / Money Order (U.S. Funds)

Credit Card Account Number:

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Expiration Date:_____ CVV No.:_____

Cardholders Signature (required with credit card orders):_____

SUBTOTAL	
$2.50 SERVICE CHARGE ***For Orders Under $20.00*	
S & H $9.95	
ENTER 6.5% SALES TAX OR (List exempt number at left)	
PLEASE ADD ANY PAST DUE AMOUNT	
CREDIT APPLIED	
TOTAL ENCLOSED	

Revised 1/08

TAX EXEMPT NUMBER *(wholesale or tax exempt number)*

State_____ Number _____ DBA_____

PLEASE NOTE: IF YOU DO NOT HAVE A TAX EXEMPT NO., PLEASE INCLUDE 6.5% SALES TAX ON ALL PURCHASES.

$20.00 MINIMUM ORDER**

WHEN ORDERING BY PHONE:

We suggest that you fill out an order blank from this catalog before you call to place your order. This will insure that you have at hand all the information that is required for us to fill your order correctly and promptly. This also insures that you have not forgotten anything. **We regret we are unable to add or delete to an order once it has been placed.**

RETURNS:

We accept returns on merchandise purchased from us within a 14 day period from the date you receive the order. Products must be unopened and unused. They must be in new condition, still packaged in complete packages. There are **NO RETURNS** on lace, books, closeout items or partial packages of products sold in sets. There will be a 25% restocking fee on all returns. This fee is waived if the items are exchanged for other merchandise or you received incorrect or damaged product because of our error. To return your products, contact us by phone at 1-800-252-5223 (for U.S. customers) or 1-937-743-5855 (for foreign customers) to obtain a return authorization number. Along with your return please enclose a copy of your original invoice, noting on the back side the reason for the return and what action you would like us to take. **Unless it is our error, all shipping charges are non-refundable.**

RETURN POLICY

- **Up to 14 Days** ..... **Even Exchange** - No Penalty
- **After 14 Days to 60 Days** (2 months) ..... **25%** Restock Fee
- **After 60 Days to 180 Days** (6 months) ..... **50%** Restock Fee
- **After 180 Days to 240 Day** (8 months) ..... **75%** Restock Fee
- **After 240 Days** ..... **90%** Restock Fee

BACKORDERS:

Backorders are at the discretion of Factory Direct Craft Supply if items total $50 or more. If backorder is not desired, please check box on the order form or inform your customer representative.

HAWAII, ALASKA, FPO, APO, AE, GUAM OR ANY U.S. TERRITORY:

Your order is shipped via US Priority Mail. You will be charged the actual shipping cost that the US Mail charges us. The shipping cost is based on the weight of your package and determined at the time the package is weighed and ready to leave our warehouse. **If paying by check or money order - please allow 30% for postage, with a minimum of $9.95.**

INTERNATIONAL ORDERS (ANY ORDER SHIPPED OUTSIDE THE CONTINENTAL U.S. OR ITS' TERRITORIES):
You will be charged the actual shipping. **Shipping charges are based on the actual weight, size, & destination of the package.** All international orders **MUST** be paid by a credit card, so that the exact shipping charges may be added to your total.

ANSWERS TO YOUR QUESTIONS:

Our Customer Service Representatives are here to answer any questions regarding our products or their applications. Please contact our Customer Service Department Monday thru Saturday 9:00 am to 6:00 pm EST. at 937-743-5855.

Every effort is made to assure the accuracy and completeness of information. However, due to the nature of our business, we must reserve the right to make adjustments or corrections do to errors, omissions, changing market conditions, product discontinuance or typographical or photographic errors or omissions throughout the catalog and/or website including pricing, shipping and product description information. Prices and items are subject to change without prior notice. Prices on this website supersede any previous catalogs, ads or flyers.