

**PLEASE NOTE:**

**TOLL FREE ORDER LINE:** Whenever you call and for any reason have a problem getting through to us, please dial **0-800-882-8799** or **0-800-768-5518** and the Operator will answer. Tell her if you have been unable to get your call to us and she will connect you. There is of course no charge to you for this.

**REPAIRS:** Please use the REPAIRS Order Form (found elsewhere in this catalog) when sending in clocks or watches. Always put your name and address BOTH inside the package and on the outside as well, whenever sending clocks or watches to us for service. We still get some from time to time without a name or address on the package or inside.

**DELIVERY:** We usually ship the same day as we receive your order. Therefore, you should receive your order promptly. If for any reason you have not heard from us after 10 days or so, call us. Also any package received in damaged condition should be held; give us a call, and we will advise. Do not return until you talk or write to us, as U P S will need to pick-up in some cases.

**RETURNS/EXCHANGES:** We will accept for refund or exchange any items except Harps, closeouts or other if so noted; if returned within 10 days. Must be in original boxes and packing and MUST have the Invoice returned with the item or will delay. There is handling/shipping/re-stock charge on all exchanges or refunds (minimum \$3.00). If you have a problem with any item purchased from us, call us - we might be able to help you on the phone so that return is unnecessary. Your satisfaction is our goal.

**SAME HOUSEHOLD:** We appreciate if all persons from the same household will use the same head-of-household name and address. It will help reduce costs as well as generally make for faster shipping and delivery.

**DELAYS:** We normally ship within 24 hours. If you place an order and do not hear from us within 10 days, please call. Normally you will receive your merchandise within 3-4 working days (Except nameplates). Wagons also take 6-10 days.

**SEE PAGE 42 & 43 FOR SENDING CLOCK REPAIRS**

