# ARIZONA OFFICE ORDER FORM

**THE ARIZONA OFFICE ONLY CARRIES BLOWGUNS, SWORD CANES, THE SURE STRIKE STAR AND HONEY COMBS. ALL OTHER ITEMS MUST BE ORDERED THROUGH OUR CALIFORNIA WAREHOUSE.**

PLEASE HAVE YOUR CREDIT CARD READY IF YOU PLAN TO CHARGE YOUR ORDER.

## CALL TOLL FREE:

# 866-599-5085

NOTE: ORDERS WILL BE SHIPPED TO THE ADDRESS LISTED BELOW UNLESS CHANGES ARE INDICATED IN THE BOX AT RIGHT. U.P.S. WILL NOT DELIVER TO A P.O. BOX. **FIRST TIME CREDIT CARD PURCHASES WILL BE SHIPPED ONLY TO THE CARDHOLDER'S BILLING ADDRESS.** THIS IS A SAFEGUARD TO OUR CUSTOMERS AND OURSELVES TO HELP PREVENT CREDIT CARD FRAUD.

PLEASE PRINT YOUR INFORMATION CLEARLY. THIS WILL HELP US GET YOUR ORDER OUT AS FAST A POSSIBLE.

**BECAUSE SOME OF THE ITEMS WE SELL ARE ILLEGAL FOR SALE IN CALIFORNIA, WE ARE OFFERING THEM FOR SALE FROM OUR ARIZONA OFFICE.**

**ORDERS FOR SWORD CANES, BLOW GUNS, SURE STRIKE STARS, HONEY COMBS OR INFERNO™ PEPPER SPRAYS CAN BE PLACED ONLY AT THE ARIZONA OFFICE. ORDERS FOR OTHER ITEMS MUST BE PROCESSED OUT OF OUR CALIFORNIA OFFICE.**

**SHIPPING CHARGES, SALES TAX AND OTHER CHARGES, INCURRED WHILE PLACING AN ORDER AT OUR ARIZONA OFFICE ARE NOT TRANSFERABLE TO OTHER ITEMS THAT WE SELL.**

**IN SIMPLER TERMS, CONSIDER AN ORDER PLACED AT OUR ARIZONA OFFICE AS AN ORDER PLACED AT ANOTHER, ENTIRELY SEPARATE, MAIL ORDER COMPANY.**

**MAIL YOUR ORDER:**
COLD STEEL INC.
3801 EAST ROESER ROAD
SUITE 8
PHOENIX, AZ 85040

**FAX YOUR ORDER:**
(602)414-5387
FAX COMPLETED ORDER FORM ANYTIME 24 HOURS A DAY

## BILLING ADDRESS: (ADDRESS WHERE CREDIT CARD IS BILLED)

Name: _____

Address: _____

Apt #: _____ City: _____

State: _____ Zip: _____ Country: _____

Daytime Phone Number: (☐☐☐) ☐☐☐–☐☐☐☐

(This is VERY important! UPS needs it to track your package)

## SHIPPING ADDRESS: (IF DIFFERENT FROM BILLING ADDRESS)

Name: _____

Address: _____

Apt #: _____ City: _____

State: _____ Zip: _____ Country: _____

Daytime Phone Number: (☐☐☐) ☐☐☐–☐☐☐☐

(This is VERY important! UPS needs it to track your package)

**SPECIAL PUBLIC SERVICE DISCOUNTS! ADDITIONAL 10% OFF WITH VALID ID!** WE OFFER A PUBLIC SERVICE DISCOUNT TO ALL ACTIVE, RESERVE, AND RETIRED U.S. MILITARY, POLICE, FIRE AND EMERGENCY SERVICE PERSONNEL. TO TAKE THE DISCOUNT YOU MUST INCLUDE A COPY OF YOUR PUBLIC SERVICE ID WITH YOUR MAIL-IN ORDER; OR BE READY TO GIVE ID OVER THE PHONE. SPECIALLY PRICED ITEMS, OR THOSE ON SALE AT A DISCOUNT ARE NOT ELIGIBLE FOR THE PUBLIC SERVICE DISCOUNT. NOTE: IF YOU ARE NOT ACTIVE MILITARY, POLICE, FIRE AND EMERGENCY SERVICE PERSONNEL IT IS UNLAWFUL TO REPRESENT YOURSELF AS SUCH!

**IMPORTANT!** PLEASE LIST YOUR PROFESSIONAL ID HERE:

_____

_____

| ITEM # | DESCRIPTION | QTY. | COST EACH | TOTAL |
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$25 Minimum Order

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|---|---|
| *SUBTOTAL* | |
| *10% Public Service Discount (if applicable) MUST INCLUDE PUBLIC SERVICE I.D! See above* | |
| *Arizona Residents add 8.3% Sales Tax* | |
| *SHIPPING & HANDLING* | |
| *COD (Shipped Reg. UPS ONLY!)* $9.00 | |
| **TOTAL** | |

*Shipping, Handling & Insurance for the lower 48 states is:*

| | |
|---|---|
| *Regular UPS* | $9.00 |
| *3 Day Select* | $15.00 |
| *Second Day Air (UPS Blue)** | $22.00 |
| *Next Day Air (UPS Red)** | $45.00 |

***Alaska, Hawaii, and Puerto Rico are shipped UPS Red or Blue ONLY (No COD's!) Outside of the U.S.A., please call for shipping rates (602) 414-1839**

## PAYMENT (CHECK ONE) DO NOT SEND CASH

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Card No.

Security Code* ☐☐☐

* THE SECURITY CODE IS LOCATED IN THE SIGNATURE BOX ON THE BACK OF YOUR CREDIT CARD. YOU WILL USUALLY FIND THE LAST FOUR DIGITS OF YOUR ACCOUNT NUMBER (OR ALL OF THE NUMBERS) FOLLOWED BY AN ADDITIONAL THREE DIGITS. THOSE THREE DIGITS ARE THE SECURITY CODE.

Expires: Mo. ☐☐ Yr. ☐☐

AMERICAN EXPRESS DISCOVER MasterCard VISA

Cardholder's Signature:

☐ **CHECK:** (ALLOW 10 WORKING DAYS TO CLEAR) ☐ **MONEY ORDER**

☐ **COD-Cashier's Check or Money Order Only:** Sent by UPS Regular Ground delivery in the continental USA only. We will not ship COD's to Alaska, Hawaii or Puerto Rico. No COD's will be sent by U.S. Mail, 2 day air (UPS Blue), or Next day air (UPS Red), and no foreign COD's.

**PLACE YOUR ORDER TODAY! - OFFICE HOURS: Mon - Fri 8:00am - 5:00pm (CST) You Must Be Over 18 to place an order.**

**CUSTOMER SERVICE (866) 599-5085**

**CUSTOMER SERVICE HOURS: Mon - Fri: 8:00am - 5:00pm (MST)**

## TOTAL SATISFACTION OR YOUR MONEY BACK!

IF YOU ARE DISSATISFIED WITH AN ITEM PURCHASED FROM OUR ARIZONA OFFICE, SIMPLY RETURN IT TO OUR ARIZONA OFFICE WITHIN 30 DAYS FOR A REFUND. (ITEMS SHOULD BE RETURNED IN THE CONDITION RECEIVED). **THIS MONEY BACK GUARANTEE APPLIES ONLY TO ITEMS PURCHASED DIRECTLY FROM SPECIAL PROJECTS.**

### IF YOUR SHIPMENT IS DAMAGED IN TRANSIT:

PLEASE FOLLOW THESE INSTRUCTIONS OR YOU MAY BE LIABLE FOR DAMAGED MERCHANDISE. IF CARTON DAMAGE OR DISTORTION OF ANY KIND IS APPARENT, WRITE "DAMAGED CARTON" ON ALL RECEIPTS BEFORE SIGNING AND ACCEPTING DELIVERY, THEN NOTIFY US IMMEDIATELY. KEEP DAMAGED CARTONS AND MERCHANDISE AT YOUR LOCATION UNTIL REQUESTED BY THE DELIVERING CARRIER.

IF THERE IS NO EVIDENCE OF DAMAGE OR TAMPERING WITH THE CARTON, YET YOUR SHIPMENT ARRIVES WITH ITEMS MISSING, PLEASE NOTIFY US WITHIN FIVE WORKING DAYS OF RECEIPT OF YOUR ORDER.

### REPLACEMENTS:

IF YOU RETURN MERCHANDISE FOR REASONS OTHER THAN SHIPPING DAMAGE, BE SURE TO REPACK IN THE ORIGINAL CARTON. RETURN INSURED AND POSTPAID AND INCLUDE A COPY OF YOUR INVOICE. INDICATED THE REASON FOR RETURN AND GIVE INSTRUCTIONS FOR PROCESSING YOUR RETURN. WE RESERVE THE RIGHT TO CHARGE A 10% RESTOCKING FEE FOR FRIVOLOUS RETURNS. **(FOR ALL RETURNS ALLOW 60-90 DAYS FOR PROCESSING).**

### SHIPPING INFORMATION:

WE HAVE FOUND UPS TO BE THE MOST RELIABLE METHOD OF SHIPPING. WE USUALLY SHIP IN 72 HOURS, AND UPS TAKES ABOUT 7 WORKING DAYS TO DELIVER. SO PLEASE ALLOW UP TO 2 WEEKS BEFORE CALLING TO TRACE A SHIPMENT. **BACKORDERS ARE SHIPPED UPS GROUND.**

## SHIPPING AND HANDLING CHARGES ARE NONREFUNDABLE

OVERSEAS, PLEASE CALL FOR RATES. AIR MAIL AND PRIORITY MAIL AVAILABLE AT EXTRA CHARGE. PLEASE CALL. APO, FPO AND REGULAR P.O. BOXES: SENT VIA PARCEL POST (UPS WON'T DELIVER TO MOST P.O. BOXES).

### OVERSEAS ORDERS CALL:

## 602-414-1839

WE SHIP WORLDWIDE. CUSTOMER PAYS ALL SHIPPING, INSURANCE & CUSTOM FEES FOR ORDERS OUTSIDE THE USA. **ONLY COMPLETE ORDERS WILL BE SHIPPED OVERSEAS. NO BACKORDERS!** OVERSEAS CUSTOMERS SHOULD CHECK WITH LOCAL CUSTOMS BEFORE ORDERING. WE ARE NOT RESPONSIBLE FOR ITEMS SEIZED BY CUSTOMS.

NOTE: FOREIGN ORDERS AND APO, FPO MUST BE PAYABLE IN US CURRENCY DRAWN ON ANY US BANK.

**ITEMS SOLD FROM OUR ARIZONA OFFICE ARE NOT LEGAL IN SOME STATES. CHECK YOUR LOCAL LAWS.**

**MAKE FUNDS PAYABLE TO: SPECIAL PROJECTS**

**THANK YOU FOR YOUR ORDER**