



116 N. Lindsay Rd. #3 \* Mesa, AZ \* 85213 \* 480-832-5348 \* fax 480-832-5349

### SCRAPBOOK.COM SPECIAL ORDER AGREEMENT FORM

A Special Order is defined as an order for product that exceeds in quantity the amount Scrapbook.com routinely has in stock, and must be specially ordered for the customer from the manufacturer. This quantity may vary from product to product. The following restrictions must be agreed upon before the order can be placed:

Initial below:

\_\_\_\_ 1) **All orders must be paid in full before products are ordered from the manufacturer.**

Acceptable payment methods for orders is either by Visa, Mastercard, Discover or American Express.

\_\_\_\_ 2) **Special Order Products are Non-Returnable.** All items will be inspected for manufacturing defect or damage prior to shipping to the customer. If, however, a manufacturing defect is detected by the customer, Scrapbook.com's Customer Service staff will provide the customer with the manufacturer direct contact information for product replacement.

\_\_\_\_ 3) **Special Order Products are Non-Refundable.** All sales are final.

\_\_\_\_ 4) **Orders typically take 2 ½ to 3 weeks to arrive from the manufacturer.** Please allow sufficient time. This time line does not include shipping time to the customer.

\_\_\_\_ 5) **The Customer is responsible for all shipping fees from our warehouse to the delivery destination.** Due to the fact that shipping fees are primarily determined by the weight of the package, it may not be possible to give a quote on shipping fees at the time the order is placed. Once the product(s) have arrived in the warehouse, they will be weighed with the shipping materials. The customer's card will be charged for the exact amount it will cost to ship via UPS or USPS, depending on the destination.

\_\_\_\_ 6) **For Cardstock/Vellum Ordering Only:** The minimum of a single color quantity of 100 sheets must be met to qualify for the Special Order status. Additional quantity increases must be done in increments of 50

**Please contact us directly for further assistance.**

If, after the order is placed with the manufacturer, we find that the products are backordered or discontinued with the manufacturer, we will notify the customer of the status and will be given the option to refund the charge directly to the customer's credit card.

By providing your initials and signature, you signify that you agree to the terms of the Special Order.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Once the agreement form has been signed, please provide the details to your order in the form below and fax it to us at 480-832-5349. Once received you will be contacted and credit card information will be obtained over the phone. If you need further assistance, please do not hesitate to contact us.

