

EZ Ordering Instructions

IF YOU HAVE EVER ORDERED

FROM US BEFORE:

Please have your 6 digit customer number handy. **This can be found next to your address on your latest invoice or in the yellow box** near your address on the back of this catalog. When ordering, please indicate your key code, located in the blue box next to your customer number. For faster service, give us the item number, quantity, and description of the items you would like.

DELIVERY:

Our goal remains to ship orders within 24 hours of receiving them. We cannot ship to post office boxes for standard ground delivery. For imprint orders, please allow 3-4 weeks for delivery from the date the order is confirmed.

BACK-ORDERS:

In the event that an item (or items) with a value of \$15.00 or more is temporarily out of stock, it will be placed on back-order and shipped as soon as it is received.

Customers are not charged for shipping back-orders. Merchandise is not back-ordered for accounts located outside of the contiguous United States or for credit card orders.

SALES TAX:

MD Customers - Please add 6% sales tax to personal orders.

CUSTOMERS IN:

CA, FL, MA, MI, NJ, PA, SD & TN
Please add applicable sales tax to orders.

EZ Returns

To return merchandise due to damages, please call for return authorization.

To return merchandise due to overstock or items ordered in error, please print out a label to the address shown below or call for a return label. Customer will pay freight charges on non-damaged merchandise. Follow these steps to return your merchandise for full credit.

• Print out label and adhere it to the top of the box packaged with merchandise to be returned.

Raymond Geddes and Company, Inc.
Attn: Returns Department
340 Heinz Street
Building #8
Mechanicsburg, PA 17055

• Within one week of receipt, Geddes will credit your account for the full value of the merchandise.

Imprint Ordering

IMPRINTING:

Add .15 per piece for imprint pricing. There will be a one time \$20.00 set up charge added to all new imprint orders. The set up charge does not apply to re-orders if they are the same font and wording. Prices include one custom imprint in the standard imprint area. Please call for prices on additional imprint areas. Items must be ordered in standard packs. Minimum order of 3 selling units—gross, displays, tubs etc., per item imprinted.

ARTWORK:

A proof of your artwork will be provided to you for your approval

prior to production. We can mail e-mail or fax this proof to you. Logos can be imprinted on all items with an imprint icon. You can choose from one of our 200 stock logos at www.raymondgeddes.com/product-imprinting.html then click on stock graphics. To use your logo or other special artwork, please mail camera-ready art or a digital file. You may also e-mail digital files to imprint@raymondgeddes.com. Please call for guidelines. Camera-ready artwork must be in black and white, to size, and clean. Faxed or photocopied artwork cannot be used. Our Art Department can size

or prepare artwork. The charge for this service is \$20.00. Customers placing imprint orders must be the owner of the trademark/logo or have expressed permission for its use. Customers will indemnify Geddes for any civil, copyright or trademark action that may arise.

DELIVERY:

Please allow 3-4 weeks for delivery from the date the order is confirmed. IMPRINT ORDERS WILL BE SHIPPED AND BILLED SEPARATELY FROM OTHER GEDDES CATALOG ORDERS.

Raymond Geddes & Company, Inc.

TOYS & GIFTS | PRIZES | SCHOOL SUPPLIES • SINCE 1924

Ordering it's
ez at
Geddes!
24 Hours A Day,
7 Days A Week

CALL TOLL FREE

1-888-431-1722

Local & International phone:
443-219-4900

ORDER ON-LINE

www.raymondgeddes.com

FAX TOLL FREE

1-800-533-3359

Local & International fax:
443-219-4901

E-MAIL YOUR ORDER

service@raymondgeddes.com

MAIL YOUR ORDER

Raymond Geddes & Co., Inc.
7110 Belair Road, Suite 200
Baltimore, MD 21206-1147

Terms, conditions and prices are subject to change without notice.

FREE SHIPPING

Orders of **\$150 or more ship FREE** within the contiguous United States. Express delivery available—call for rates. Actual shipping costs apply to orders sent to Alaska, Hawaii, and all other destinations outside of the contiguous United States. **APQ's now included in our FREE SHIPPING offer!**

A \$4.95 shipping and handling fee is charged on orders up to \$35. A \$7.95 shipping and handling fee is charged for orders from \$35.01-\$150. Shipping and handling fee reflects Standard Ground Service in the contiguous U.S.

EZ PAY:

TERMS:

Schools can request credit terms online when submitting their orders or by calling 1-888-431-1722.

Businesses can request terms by submitting a credit application, which can be found at:
www.raymondgeddes.com/businesscredit

Requests for credit take 7-10 business days to process. Accounts with approved credit will receive Net 30 day terms. Accounts will be considered delinquent after 50 days.

PERSONAL ORDERS:

Payment is required at the time a personal order is placed.

PAYMENT METHODS:

We accept Mastercard, Visa, Discover, American Express, Checks and Money Orders.

MARYLAND CUSTOMERS:

Please add 6% sales tax to personal orders.

100% SATISFACTION GUARANTEE

Geddes products are unconditionally guaranteed. If dissatisfied for any reason, you may return the item for a refund or replacement. Visit our website for EZ Return instructions.

Visit us online @ www.raymondgeddes.com

