

GENERAL ORDERING INFORMATION

MAIL - Mail orders to:
The Wooden Teddy Bear, Inc.
P.O. Box 460
Spirit Lake, ID 83869-0460

Please be sure to include shipping information, all stock numbers, descriptions, hardware sizes, and quantities, so your order may be processed promptly. Also, be sure to include your day-time phone number so we may contact you if there is a question about your order.
(Phone numbers are not given out)

PHONE - 888-762-9149 (toll free - US & Canada)
or 503-761-9149

ORDER DESK HOURS - Fri. 8:30am - 1:00pm PST.

EMAIL - contact@woodenteddybear.com

WEB SITE - www.woodenteddybearonline.com

GUARANTEE

Satisfaction is guaranteed. If you are not satisfied with your purchase, just return the unused and undamaged item within 30 days of your sales receipt date for a full refund or exchange (excluding shipping and handling charges). After 30 days a 15% restocking fee will apply.

Please call before returning any merchandise.

RETURN CHECK FEE

A return check fee of \$20.00 will be charged for a check returned for any reason.

PRICING NOTE:

Our goal is to maintain prices through the duration of the catalog. Due to the unstable economy, occasionally this may not be possible.

Gift Certificates
are available on
our website!!

SHIPPING CHARGES

U.S. CUSTOMERS (including AK, HI, PR)

Most orders are shipped within 24 to 48 hours of receipt, and are shipped by USPS or FedEx. Please allow up to 21 business days for your order to reach you.

Expedited Shipping is available for an additional charge of \$5.00. (Average shipping time is 2-3 days but is not guaranteed. Items are shipped by either FedEx or USPS Priority.)

***Special orders are subject to additional shipping charges.

ALL INTERNATIONAL (including Canada)

All international orders must be placed through the web site, where payment and shipping options are available.

Customer is responsible for any customs fees due at their end. Please allow at least 14 to 30 business days for orders to arrive depending on destination.

Please note: We will NOT reship foreign orders that are lost in transit if the tracking option was not included as we cannot be responsible for the package once it leaves the US.

Standard Shipping and handling charges for mail orders only:

**Please note: Mail orders that are received with insufficient shipping may be returned for correction.
Please call with any questions.**

WOOD ORDER

U.S. Orders Containing ANY Wood Panels.

Please call for actual shipping charges before mailing in your order and payment. You may pay by Visa, Mastercard, or Discover and actual shipping charges will be added.

BULKY ORDER

U.S. Orders Containing ANY Books, Band Saw Blades, Hardware, Clocks, Accessories, Background Paper, etc.

Up to - \$25.00 . . . \$6.95
\$25.01 - \$50.00 . . . \$8.95
\$50.01 - \$100.00 . . \$10.95
\$100.01 and up . . . \$12.95

FLAT ORDER

U.S. Orders Containing ONLY Individual Patterns, Scroll Saw Blades, or Drill Bits

Up to \$50.00 \$3.95
\$50.01 - \$100.00 . . \$5.95
\$100.01 and up . . . \$7.95