

# TAX FORM ORDERING TERMS AND CONDITIONS

- **Rush Service** - Orders received by 11:30 AM CT will be shipped same day. There is a \$30 service charge in addition to the shipping charges, and is applied per shipping address. The customer must communicate if they want Ground, Next Day Air, or Second Day Air service. Orders will automatically ship from the closest warehouse unless forms are depleted.
- **Minimum Order** – There is an **estimated** minimum order of \$48 to avoid additional handling charges.
- **Returns:** Absolutely **NO** unauthorized returns. There is a restocking fee of at least 25% of the product cost excluding shipping charges. Forms must be returned within 30 days of invoice and cannot be returned after December 31.
- **Undeliverable Returns** – Carriers charge return freight on shipments that are undeliverable or refused by the consignee. As a result, we will be charging all shipping costs back to the customer for packages that are undeliverable due to inadequate addressing or refused deliveries.
- **Address Corrections** – Incomplete or inadequate addresses result in address correction and redirected delivery charges. These charges will be charged back to the customer.
- **Cancellations** – Orders cannot be cancelled once they have shipped.
- **Shipping delays** – We are not responsible for delivery delays once the product has left the warehouse. These types of delays are not within our control. We will not issue credits on duplicated orders placed as a result of shipping issues.
- **Product specifications** – The customer is responsible for knowing what types of forms they need, how many parts the forms need to be, and if the forms are pre-printed or blank. If the incorrect items are ordered and need to be returned, the return policy shown above is applied.