



116 Exeter Road
 North Hampton, NH 03862
 P: 800-600-5076 or 603-964-6066
 F: 603-964-3133

TODAY'S DATE: _____

NEED IN HAND DATE: _____

BILL TO: _____

SHIP TO: _____

NAME: _____

NAME: _____

ADDRESS: _____

ADDRESS: _____

CITY, STATE: _____

CITY, STATE: _____

ZIP: _____

ZIP: _____

PHONE (H): _____ **PHONE (W):** _____ **FAX or EMAIL:** _____

METHOD OF PAYMENT:

Money Order/Cashiers Check Personal Check (Order will not be placed until check clears) Organization Check

Credit Card #: _____ Exp _____ CVV # _____

Name and address of cardholder if different from above

Phone: _____

Billing Address MUST be filled in

QTY	HANDLE	LENGTH	WIDTH	POM DESCRIPTION & COLORS (for example, if w/n style, which color is wide and which color is narrow)	\$ EACH	TOTAL

Remember, all poms are sold per piece, not per pair. If you need one pair, order 2 pieces.

U.S. SHIPPING CHARGES:

(CALL FOR INT'L SHIPPING)

\$Amount	Ground COMM	Ground RES	Priority Mail	3 Day COMM	3 Day RES
Under \$25	9.50	12.50	10.50	24.00	32.00
\$26-50	10.50	13.50	11.50	32.00	40.00
\$51-100	13.50	16.00	28.00	38.00	48.00
\$101-150	16.00	20.00	32.00	46.00	56.00
\$151-200	18.00	22.00	38.00	54.00	64.00
\$201-300	24.00	28.00	42.00	68.00	78.00
\$301-400	28.00	32.00	48.00	72.00	92.00
\$401-500	34.00	38.00	54.00	78.00	94.00
\$501+	CALL FOR PRICING				

COMM= COMMERCIAL BUSINESS ADDRESS

RES = RESIDENTIAL ADDRESS

Please Note: We are able to ship 2 Day Air, Next Day Air and Express Mail as well. Because these prices fluctuate so much, please call for a shipping quote @ 800-600-5076.

Less than minimum Service Charge _____

ITEM TOTAL: _____

SUBTOTAL: _____

SHIPPING CHARGES: _____

TOTAL _____

METHODS OF PAYMENT AVAILABLE:

SCHOOL PURCHASE ORDERS: Must be mailed or faxed with proper signatures. A purchase order number without a copy of the purchase order will not be accepted. Payment will be due within 30 days. All discounts will be voided if purchase order is not paid by due date. Late charges will also be applied if not paid within terms.

- ❖ **CREDIT CARDS:** We accept MasterCard, Visa, Discover, American Express & Optima. For your protection, we reserve the right to verify all credit card orders.
- ❖ **CASHIER'S CHECK OR MONEY ORDER:** Please make checks payable to "Pom Express". Orders will not be entered until payment is received in our office unless other arrangements are made.
- ❖ **PERSONAL CHECKS:** Are accepted but will delay your order 7-10 days. Orders will not be entered until check clears the bank. A \$25.00 service charge will be assessed for all returned checks.
- ❖ **LETTER OF AUTHORIZATION:** A letter authorizing the purchase of and guaranteeing the payment for poms must be made on your school or organization's letterhead, signed by the principal, athletic director, or organization president or treasurer. A 50% deposit will be due upon placement of your order, with the balance due before receipt of your goods.

RETURN POLICY AND CANCELLATIONS:

RETURNS AND EXCHANGES: Custom poms are not returnable unless defective. We are willing to work with you, however, with any unforeseen problems with your order. We stand behind all our products. . If you have a question regarding colors, handles, or styles please call us for information or to arrange for samples. Complete color swatches are available. We strongly advise using color swatches for certainty in matching uniforms and costumes. If you experience a problem, please contact us immediately. **Upon placement of your custom order, you will receive a confirmation of your order. It is your responsibility to completely review all details of your order and notify us of any necessary corrections at once. Otherwise, the order will be produced and shipped according to this confirmation and will not be refundable. If you do not receive a confirmation, please contact us at once.**

CANCELLATIONS: Poms are custom made for each customer. Once an order has entered into production, it is not possible to cancel or modify it, unless your order is for "stock" poms. If you experience a problem, however, please contact us.

SAMPLES:

SAMPLES: We have a great "Sample Loan Program" if you are unsure which pom is right for you! Give us an idea of what you are looking for, answer a few simple questions about your needs and we will send you some appropriate samples, complete with shipping label and return postage, usually via UPS*. You may keep them for a week, and if you need more time, just call. It's that easy! Avoid being second-guessed by anyone! For more details, please give us a call. During the busy season, be advised that this will add to the total delivery time of your order. Samples are sent out and returned via United States postal service or UPS.

To be sure your samples arrive in time for the date you need them, please place your request at least ONE WEEK in advance. If you need to have samples sooner, you will be responsible for rush shipping charges. (Return postage will still be provided at no cost to you.) Due to the high cost of shipping, we no longer send out samples to individuals prepaid.

DELIVERY SCHEDULES:

DELIVERY: Custom poms are normally produced within 3-7 working days after the order is received by us, except July-October, when orders are produced within 1-2 weeks. Please allow for additional shipping time as well. If you wish, you may have your order sent via 1 or 2-day air delivery for an extra charge. This will not decrease the time required to process your order but will decrease the amount of time it takes to deliver your order. We will be happy to advise approximate delivery dates for your order and will do our utmost to provide you with the very fastest delivery possible. We assume no liability, however, for delivery delays due to carrier delays, weather, accidents, or other causes beyond our control.

INTERNATIONAL SHIPPING:

We are happy to deliver your order just about anywhere in the world! We are unable to guarantee a specific delivery date to orders shipped outside the US due to problems with international carries and/or Customs. We can provide you with several quotes for shipping and an explanation of each method so you are able to make an informed decision regarding your order. Orders that do not specify a shipping choice will ship with the US Postal Service. Customer pays all Customs/Duties and taxes when packages are delivered.