

## Online Orders

Online orders should go through seamlessly for you. Make sure that you accurately include all of the information we need to process your order. Failure to include correct information (ie telephone number and email address) may delay or cause your order to be cancelled.

## Telephone Orders, 1-800-631-0973 toll-free

### IF YOU WISH TO PLACE AN INDIVIDUAL ORDER:

If you want to place your order by telephone, you can call our toll-free line at any time. Our office is open from 9am-5pm on weekdays, and hopefully we will connect to take your order. If the line is busy, or if we are unavailable, you can leave a message for us to return your call—but make sure that you leave your name, telephone number, and general purpose for your call. Also, make sure you leave what state you are calling from so that we have an idea of proper times to call you back (there is a 5 hour time difference between New York and Hawaii!). The toll-free number will also work for our customers calling from Canada.

If you want to place your order by telephone, make sure you have your credit card handy so that we can complete your order. We cannot ship out orders to individuals without payment at time of order.

### IF YOU WISH TO PLACE AN ORDER FOR A HOSPITAL OR BUSINESS:

The same toll-free number can be used by businesses or organizations who want to place an order “on account” or with a purchase order number. An account must be set up for you to accomplish this. If you have not placed an order since Jan 1, 2008, we will need to set up your account before we can take your order. ACCOUNTS ARE NET 30. Please do not attempt to place an order if your business or organization has payment terms of more than 45 days, as we are unable to ship additional orders to any hospital/business which has an invoice open 60 days or more. Organizations which repeatedly have 60+ day payments due on their account will be restricted from placing orders without payment at time of order, either through check or credit card. THERE IS A MINIMUM ORDER OF \$25.00 FOR ANY BILLED ACCOUNT.

## Fax Orders, 1-651-645-4780

You can print out the order form from this website and fax it to us 24 hours a day. Hospital or business purchase orders can also be faxed to the same number. Make sure you have included a contact telephone number for us to contact you in case we have any questions on your order.

## Payment Methods

A Place to Remember, a division of deRuyter-Nelson Publications, Inc., will accept payments in US dollars only. Payment can be made via cash (in-office only), check, money order, Mastercard, Visa, American Express, or Discover.

## Shipping & Handling Charges

### DOMESTIC

Shipping and handling charges for the 48 lower United States are:

Under \$10, S&H \$4.00

\$10.01-24.99, S&H \$7.00

\$25.00-99.99, S&H \$10.00

\$100.00-199.99, S&H 13.00

\$200.00-299.99, S&H 16.50

Over \$300.00, S&H 5.5% of order after discounts

Hawaii, Alaska, Puerto Rico and US Virgin Island, actual shipping costs plus \$2.00 handling fee.

### INTERNATIONAL

All international orders must be paid in US dollars. Shipping/handling fees will be assessed at the actual cost of shipping plus \$4.00 handling/customs paperwork fee.

## Methods of Shipment

All orders to hospitals/businesses are shipped by UPS Ground Shipping no matter the amount of the purchase. Orders placed by individuals are generally shipped either US Mail First-Class/Priority or by UPS Ground dependent on cost, time, and distance factors. Orders to Canadian individuals are usually sent by US Mail International First-Class/Priority mail, while orders to Canadian hospitals/businesses are always shipped via UPS International Ground. International orders are always shipped via US Mail International First-Class or Priority mail.

## “How Long Does My Order Take?” and Rush Orders

A Place To Remember is a very small organization, but we try and get orders out as fast as we can. If all items in your order are in stock, your order will generally be filled within 1-3 business days. Shipping times from then will depend on where you are located from our address in St. Paul, Minnesota. Custom items will add between 7-14 days onto your order.

Rush orders are possible as long as you understand the added costs affiliated with a rush order. UPS Ground usually gets to much of the lower 48 states from our Minnesota location in 3-5 days or less once we process and fill the order. If your items are in stock, other options are UPS Second Day and UPS Next Day delivery, although these options can greatly add cost to your order. You need to contact A Place To Remember if you are interested in one of those options to find out about pricing and availability.

## Backordered Items

### HOSPITALS/BUSINESS ORDERS

There will be occasions when there is insufficient current stock to fill an order completely. If it is a hospital/business order, and it is expected that the backordered item will become restocked within the next 7 days, orders are generally held until such time as they can be filled completely and shipped out in their entirety. If it is expected that the item will not be restocked within 7 days the order is generally filled and the backordered items are sent separately at a later date.

### INDIVIDUAL ORDERS

There will be occasions when there is insufficient current stock to fill an order completely. If it is expected that the backordered item will become restocked within the next 7 days, customers are given the option to have their order shipped immediately with the backordered item(s) sent later or held until such time as their order can be filled completely and shipped out in their entirety. If it is expected that the item will not be restocked within 7 days the order is generally filled immediately and the backordered items are sent separately at a later date. Remember, custom orders add 7-14 days onto the timeline, but individuals can request that their non-custom items can be shipped immediately and their custom items sent separately for an additional \$4.00 shipping charge.

## Catalogs

If you would like a printed catalog mailed to you, please call our toll-free number, 1-800-631-0973 and request one. If you get our answering machine, you can leave your name and address – please make sure you speak clearly and spell anything that may need to be spelled. Also leave your telephone number so that we can call you if something about your address was unclear! Otherwise, we will send a copy of the current catalog out to you via US First Class mail.

## Pricing Errors/Changes

We try very hard to make no mistakes... but we are still human, so every once and a while we may find a mistake and have to ask your understanding. All prices on-line and in the catalog are double-checked when entered, but sometimes errors still occur in the entering and printing process. We apologize. Also, understand that the catalog is printed only once a year, and we in the publishing industry are very susceptible to changes in price – when new editions are printed, when paper prices increase, or for other reasons. Fine jewelry prices are particularly susceptible to wild swings in silver and gold prices. To make sure that you have the latest price on an item, you should always go to the web to see the current price. Sometimes we do not find out about price increases until we have a back-ordered item—and if that is the case, we will call you to tell you that the price has increased and give you the option to continue with the purchase or to cancel. We just cannot control the pricing of the more than 40 vendors whose products we offer.

## Return Policy / Restocking Charges

### DAMAGED MERCHANDISE

We attempt to package merchandise as carefully as we can. However, there are times when the rigors of shipping/ mailing take their toll on the materials we send. This is especially true of fragile items such as ornaments and ceramic items. If any item arrives to you damaged, please call our toll-free line at 1-800-631-0973 for instructions on how to return the item for a non-damaged one at our expense.

### RETURN MERCHANDISE

A Place To Remember wants you to be satisfied with the merchandise that we have provided. If you are unhappy with any product you receive from us, please call our toll-free number (1-800-631-0973) and discuss your concerns, as well as provide you with the information necessary to receive any credit you are due. Some items can be returned for a full refund of the purchase price as long as they are in a re-saleable condition. However, many items will require a 20% restocking fee in addition to being in re-saleable condition. Items which are sealed (videos/DVD's/cassettes, etc) are not able to be returned if the seal is broken. Call the toll-free number to find out which category your item falls into.

### ADDRESS FOR RETURNED MERCHANDISE

A Place To Remember  
1885 University Avenue  
Suite 110  
St. Paul MN 555104

## Spam Policy

A Place To Remember promises that your name, address, phone number(s) and your email address will neither be given or sold to any other entity or business other than those directly affiliated with A Place To Remember and its corporate owners. You may occasionally receive notices from us about new products or special events, but you have the option to opt-out of those notices at the time you place your order, or at any time in the future. If you have still received such notices after you have opted-out, please call us on our toll-free line, 1-800-631-0973 so that we can get the situation remedied as soon as possible so that you will not be bothered with such notices in the future.