

1. **Phone Orders:** I personally handle every order via phone so there are no mistakes and you receive exactly what you need. Out of stock items can be made and shipped w/your order within 5 days. Normal business hours: Monday thru Friday, 9am – 8pm & Saturdays 10am-6pm Eastern time. If our office is un-attended when calling, please leave a message on our answering machine with the following information: Name, Telephone# and the best time to return your call.
2. **Mail-In orders:** After printing your **order form** (on page 2 below), please include the following information: (1) Name, address & zip code - please print legibly. (2) Include your phone# w/area code. (3) All Credit card info (expiration - month/date) & three digit security code
3. **e-Mail Orders:** If you prefer, e-mail your orders along with your phone# & area code and the best time to return your call and we can complete the credit card info during the follow-up phone call.
4. **Payment Methods:** MasterCard, VISA and US. Postal money orders are welcome. Credit card orders are processed thru **128 bit encrypted** software.
Payments not accepted: No personal checks or C.O.D. orders accepted.
5. **Free Samples:** Kindly ask for soft-bait samples you are interested in receiving with your order.
6. **Shipments:** Continental U.S. and Canada addresses
7. **Shipping Charges:** Your order will be shipped U.S.P.S./Priority mail/Insured w/delivery confirmation. The 3.5% credit card transaction fees are included in the total shipping fees.

U.S.P.S. / Priority Mail / Insured w/delivery confirmation		Special Delivery Fees
\$ 00.00 - \$30.99	\$8.75	<p>Express – overnight shipping via U.S.P.S. (if really needed the next day)</p> <p>Approximate price \$27.50 + \$4.00</p> <p>*** Orders must be processed before 12 noon *** Monday thru Friday</p> <p>Shipments to Canada will be charged \$4.00 plus 3% of the order total in addition to the actual U.S.P.S.-Priority mail and Insurance charges</p>
\$ 31.00 - \$49.99	\$9.95	
\$ 50.00 - \$59.99	\$10.75	
\$ 60.00 - \$88.99	\$12.95	
\$ 89.00 - \$95.99	\$13.95	
\$ 96.00 - \$125.99	\$14.95	
\$ 126.00 - \$180.99	\$17.95	
\$ 181.00 - \$194.99	\$19.95	
Above - \$195.00	\$21.95	

8. **Merchandise Returns:** Your satisfaction is our goal ! If for any reason you are not completely satisfied with your purchase, you may return it, "un-used" and in its original package providing the following standard procedure is followed for all returns or exchanges (detailed below).
 - a. Call Customer Service @ **(215) 781-2515** to authorize your return for a refund or an exchange. You will be issued a Return Authorization Number (RAN).
 - b. The RAN # must be on the outside of your return box below the address.
 - c. No returns accepted without a RAN number. Must be made within 30 days of purchase date.
 - d. Customers are responsible for all shipping costs for returning merchandise. Insure the package for exact amount of merchandise & return via UPS ground or USPS priority mail.
 - e. If a refund or exchange is requested and authorized, shipping and handling charges as listed on the original invoice are non-refundable.

