

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. Please leave a message 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:** Orders over \$41.00 will be shipped U.S.P.S./Priority mail/Insured w/delivery confirmation. The 4.0% credit card transaction fees are included in all shipping fees.

<b>U.S.P.S. 1<sup>st</sup> ClassMail</b>	
\$ 00.00 - \$30.99	\$9.25
\$ 31.00 - \$40.99	\$10.25
<b>U.S.P.S. Priority Mail (insured)</b>	
\$ 41.00 - \$50.99	\$11.50
\$ 51.00 - \$59.99	\$12.50
\$ 60.00 - \$80.99	\$13.25
\$ 81.00 - \$90.99	\$13.95
\$ 91.00 - \$110.99	\$14.95
\$ 111.00 - \$135.99	\$15.95
\$ 136.00 - \$180.00	\$18.95
Larger orders (over \$180.00) shipped medium U.S.P.S. Flat rate box (\$11.75 + 4.5% C.C. transaction fees plus insurance costs. Canadian Shipments will be charged 4.5% of total plus actual Shipping /insurance charges	

<b>Special Delivery Fees</b>
Express – overnight shipping via U.S.P.S. (if really needed the next day)
Approximate price <b>\$27.50 + \$4.00</b> *** Orders must be processed before 12 noon *** Monday thru Friday
Shipments to Canada will be charged \$4.00 plus 3% of the order total <b>in addition</b> to the actual U.S.P.S.-Priority mail and Insurance charges

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.

