

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. **E-mail and mail orders** -are welcome. Kindly include your area code, phone # and the best time to call. Please print clearly and include your e-mail address. **Do not include any credit card info.** You may pay w/ a postal money order if you prefer.
3. **Payment methods-** I will send you a PayPal invoice via e-mail. You can complete your payment w/ your personal credit card info or your PayPal account. I will receive an automatic e-mail from PayPal once you have paid the invoice.
4. Personal checks and/or C.O.D. orders are **NOT** acceptable
5. **Free Samples:** Orders in excess of \$45.00(net) qualify for 1-2 soft-bait samples. Silicone rigged soft-baits and/or jig heads are not included. Many of my soft-baits are designed for snag resistant performance and float on a productive angle **ONLY** w/ the custom jigs and weights specified on their respective info sheet.
6. **Shipments:** Continental U.S. and Canada addresses only.
7. **Shipping Charges:** Most orders will be shipped U.S.P.S./Priority mail w/delivery confirmation. The credit card transaction and packaging charges are included in the total shipping costs.

U.S.P.S. 1 st Class Mail	
\$ 00.00 - \$40.99	\$11.25
U.S.P.S. Priority Mail (insured)	
\$ 41.00 - \$69.99	\$12.99
\$ 70.00 - \$90.99	\$14.25
\$ 91.00 - \$120.99	\$15.25
\$ 121.00 - \$145.99	\$15.95
\$ 146.00 - \$180.00	\$16.95
Larger orders (over \$180.00) shipped medium U.S.P.S, Flat rate box (\$13.75 + 3.5% C.C. transaction fees plus insurance costs). Canadian Shipments will be charged 4.5% of total plus actual Shipping /insurance charges	

Special Delivery Fees
Express - overnight shipping via U.S.P.S. (if really needed the next day)
Approximate price \$30.00 + \$4.00 *** Orders must be processed before 12 noon *** Monday thru Friday
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

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.

