

ORDERING & GENERAL INFORMATION

FREE SHIPPING!
On Orders of \$175 or More
(Excludes Oversized Items)

Ordering is simple! Jerry's Artarama accepts orders through mail, phone, fax and email, and payments by credit card, check or money order. Simply choose your items, pick an order method below, and let us know! We look forward to sending you all your favorite art supplies quickly and conveniently!



Mail

ORDER DEPT., PO BOX 58638J
RALEIGH, NC 27658-8638

Mail orders are accepted on official order forms (located on the facing page), on company or institutional order forms, or on any sheet of paper. Please print clearly or type if you wish. Be sure to list quantity, catalog item number, complete item description, page number, price and total price. Choose your shipping method and add proper mailing and handling, then include your payment method (credit card, check or money order) and mail to the address listed above.



Phone 24 Hours a Day

1-800-U-ARTIST (1-800-827-8478)
IN N.C. 1-919-878-6782

CUSTOMER SERVICE REPRESENTATIVES ON CALL 9AM-6PM EST MONDAY THROUGH FRIDAY

Payment by credit card only over phone. Before calling, please have all your order information ready and your credit card handy. If our hours are inconvenient for you, our automatic phone ordering message system will allow you to place your order at any time of day or night. The automated system allows you to play back your order to ensure accuracy.



Order online www.jerrysartarama.com

Ordering is simple and convenient when you go to our website: just browse through and add items to your cart, then follow the instructions to check out! You can also store your addresses and payment methods in your online account should you choose, for easy check-outs on future orders!



Fax 1-919-873-9565

Feel free to fax us your order at any time, clearly printed or typed on an order form or sheet of paper. Please include all billing and shipping info, catalog item numbers, quantities and prices, shipping method and charges, and a credit card number as a payment method, and fax to the number listed above.

Visit one of Jerry's Retail Stores:

- Antioch, Tennessee (Nashville)
- Austin, Texas
- Deerfield Beach, Florida
- Fort Collins, Colorado
- Houston, Texas
- Knoxville, Tennessee
- Norwalk, Connecticut
- Miami, Florida
- Providence, Rhode Island
- Raleigh, North Carolina
- Tempe, Arizona (Phoenix)
- Virginia Beach, Virginia
- West Hartford, Connecticut
- West Orange, New Jersey
- West Palm Beach, Florida

Mailing & Handling Rates

Rates for UPS Standard and Ground services to all customers in the 48 contiguous states are outlined in the chart below. For UPS Next Day, 2nd Day, 3 Day Select and USPS Priority Mail, please see our website or call Customer Service for exact rates. **Hazardous or flammable items cannot be shipped by air or overseas.** (Most oil mediums are considered flammable and are not available for air shipping.) Due to the passage of the California Amended Solvent Legislation Rule #1143, effective January 1, 2011, art material retailers are not permitted to sell paint thinners and multi-purpose solvents in containers larger than 1 liter in the state of California. Custom frames and mats, backorders, and drop-ship items are not available for expedited shipping. Expedited and Rush orders placed before 11am EST Monday-Friday will ship on the same business day. UPS standard service may be routed through the postal service when necessary and is generally 1-2 days slower than UPS ground.

Find detailed shipping info available at
www.jerrysartarama.com KEYWORD SEARCH SHIPPING INFO.

ORDER TOTAL	STANDARD	GROUND
0 - \$29.99	\$7.99	\$11.95
\$30 - \$49.99	\$9.95	\$13.95
\$50 - \$74.99	\$11.95	\$15.95
\$75 - \$99.99	\$12.95	\$16.95
\$100 - \$149.99	\$14.95	\$18.95
\$150 - \$174.99	\$16.95	\$20.95
\$175 and up	FREE	\$4.00

*Shipments to Alaska, Hawaii, APO's, and foreign countries are charged actual freight; please see website or contact Customer Service for exact rates.

PACKING SLIP/PACKING METHOD Packing slips are provided with each order. They should be used to identify all contents. Please check contents carefully for all merchandise. We pack each carton to arrive at its destination intact using heavy test corrugated, under the strictest rules of the industry.

BACKORDERS/REFUNDS - In order to serve you better, our new line item backorder system allows us to backorder all out of stock products with an aggregate total price of \$35.00 or more. If out of stock items total more than \$35, you may backorder them separately from the rest of your order. If out of stock items are less than \$35, you may either cancel those items off the order or hold the entire order for complete shipment. Customers who have paid by check or money order will be refunded for any cancelled items. Charge customers will of course not be charged for any unshipped product. Please re-order cancelled items in 30 days, as they regularly come back into stock.

PAYMENT METHODS - CHECKS, MONEY ORDERS, MASTERCARD, VISA, AMEX and DISCOVER CARDS are all accepted forms of payment. Checks and money orders must be mailed in with the completed order form. Mail orders paid for by personal check will be held for clearance based on the total amount of the check:

- Check amount \$0-\$199.99 held for 5 business days
 - Check amount \$200.00+ held for 10 business days
- Returned checks will result in a \$35.00 return check fee and all future check orders will incur a hold period of 10 business days.

PURCHASE ORDERS - Jerry's Artarama accepts purchase orders from schools and institutions. If you would like to set up a purchase order account for your institution, please contact Customer Service at 1-800-827-8478 or cs@jerrysartarama.com for an application. All PO's should be submitted by mail or fax, and include all billing and shipping info, items ordered, approved total and the signature of an approving official. PO terms are net 30 days, and there is a minimum purchase order requirement of \$250.00 in merchandise.

SHIPPING METHOD - Oversize items that incur additional fees with the delivery company or must be shipped by freight truck require a \$95.00 surcharge once per

order. Oversize items are indicated in this catalog. Most other shipments are made by UPS. Some smaller shipments and shipments to APO's, AK, HI and PR receive shipments made by USPS Parcel Post or Priority Mail. Other shipments, export or otherwise, are made in the most economical and reliable manner.

INSIDE DELIVERY CHARGES - All UPS and USPS mailing and handling charges are based upon delivery to your door. In some cases a large delivery will be shipped via freight truck and delivered to your curb, and may be too heavy to handle. In this case we suggest you make arrangements with friends or personnel to assist in bringing it inside, or you may pay the deliverer for this service. Inside delivery charges do vary, and are the responsibility of the customer. Arrangements should be made with the freight carrier to determine if inside delivery is necessary and what the charge would be.

RETURNS: PRE-AUTHORIZED FORM - A pre-authorized return form is included in with your packing slip, and may be used in the event that merchandise, for whatever reason, is not satisfactory. We suggest you hold on to this form along with all other papers relating to your orders, just in case you find yourself with a faulty product while working. Simply return the merchandise, making sure to include your order number and contact info, in the most convenient shipping method to: Jerry's Artarama Returns Department, 101 Peter Gill Rd, Henderson, NC 27537. Returns received within 30 days will receive a full refund; later returns will receive an in-house credit. Please note: Custom cut frames and mats, flatfiles, and DVDs are not returnable unless defective.

DAMAGE CLAIMS - In the event that you receive a package that is damaged or tampered with, please follow this simple procedure: Sign the UPS or other carrier's bill of lading (if they are present) and note that the shipment appears damaged. If a loss or damage has taken place, please notify us by phone at 1-800-827-8478 within 72 hours of receipt. We will file a claim with the carrier and be able to ship replacement item(s) at no charge. Please note that in some cases the carrier will need to come by and inspect damaged packages, so please do not dispose of any items or packaging until they do so. All our shipments are insured, so please call us for assistance and we'd be happy to help!

Please note: It is not necessary to fax or mail this page with your order.

