



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 safely store your address and payment methods in your online account for easy check-outs on future orders!



PHONE ORDERS

SEE WEBSITE FOR CALL CENTER HOURS
1-800-U-ARTIST (1-800-827-8478)
IN N.C. 1-919-878-6782

Payment by credit card only for phone ordering. 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.



LIVE CHAT - Get help instantly!

Chat with one of our online customer service and product specialists. Available at www.jerrysartarama.com, in the top area of the website. See website for live chat hours.



MAIL CUSTOMER SERVICE/ORDER DEPARTMENT

6104 MADDRY OAKS CT, RALEIGH, NC 27616

Mail orders are accepted on our official order form available on our website, (**SEARCH: ORDER FORM**) on company or institutional order forms, or on any sheet of paper. Please print clearly or type. Be sure to list quantity, product item number, complete item description, 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.



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, product 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.

METHOD OF PAYMENT:



PayPal & PayPal Pay in 4 available online only.

RETURNS: JERRY'S ARTARAMA RETURNS DEPARTMENT

101 PETER GILL ROAD, HENDERSON, NC 27537

A pre-authorized return form is included with your packing slip and may be used in the event that you are not completely satisfied with your order, please feel free to return the item(s) within 30 days. Items must be in resellable condition (original packaging, instructions, and all parts), unless the product is defective. Simply return the merchandise, making sure to include your pre-authorized return form, order number and contact info, in the most convenient shipping method to the address above. Returns received within 30 days will receive a merchandise refund; later returns will receive an in-house credit. We regret we cannot accept merchandise returns past 365 days from date of order. Please note: custom cut frames and mats, flat files, and DVDs are not returnable unless defective

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.) Custom frames and mats, backorders, oversized 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. Detailed shipping info is available at www.jerrysartarama.com, search: shipping info

Order Total	Economy	UPS Ground
\$0 - \$68.99	\$7.95	\$9.95
\$69.00+	FREE	\$1.95

* Rates apply to Economy and UPS Ground services to customers in the 48 contiguous states. Shipments to Alaska, Hawaii, APOs, and foreign countries plus shipments of bulky or oversized items are charged actual freight; please see website or contact Customer Service for exact rates.

ORDER CONTENTS/PACKING METHOD - Please check order contents carefully for all merchandise within 48 hours of delivery. We pack each carton to arrive at its destination intact using heavy corrugated cardboard, tested under the strictest rules of the industry. Packing slips are no longer provided in each order so please refer to your confirmation email as your packing slip.

BACKORDER POLICY - In an effort to improve our order fulfillment speeds as well as the customer experience, Jerry's Artarama has changed the back order policy. We believe this will allow our company to process orders more quickly and also put more pressure on our vendors to provide products in a timely manner. Through our website, we offer you the ability to sign up to receive an "In Stock" alert on items that are marked "Out of Stock". When the item(s) is received back into our warehouse you will receive a notification if you have signed up to receive an alert on specific item(s).

***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 a 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 call Customer Service at 1-800-827-8478 or email us at 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

*** IMPORTANT: Prices and shipping charges shown are subject to change due to various factors including manufacturer price changes and fuel costs. Please check our website for the most updated prices and shipping costs available.**

truck require an additional shipping fee. Most oversize items are indicated in this catalog. For exact oversize shipping rates, please see website or contact Customer Service for details. Most other shipments are made by UPS. Some items are considered large/bulky by the shipper and may incur a small surcharge indicated during checkout. Some smaller shipments and shipments to APOs, 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 making arrangements with friends or personnel to assist in bringing it inside, OR you may arrange with the carrier for an additional fee. Inside delivery charges do vary, and are the responsibility of the customer.

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. **We must be notified of shipping damage within 72 hours of receipt of order.** 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!

TYPOGRAPHICAL ERRORS - Even after careful inspection a few typos may still be present. We ask that you call or write if something looks wrong. Jerry's Artarama waives all responsibility for these errors.

This product contains material known to the state of California to cause cancer and/or reproductive harm. Even if these products contain only trace levels of harmful chemicals, a warning is required by the State of California.



FREE SHIPPING* on orders of \$69+

* Free Shipping Offer applies to standard shipping to the contiguous 48 US States only. Alaska, Hawaii, and International orders are excluded. Read our full shipping policy for more information. Orders are shipped according to best available rate and transit time based on package weight/destination. UPS is our primary standard service carrier, but packages may also ship via USPS. Items marked oversize, large, and LTL are excluded from Free Shipping. Qualifications for free shipping are determined by order merchandise total before taxes, and after discounts are applied. Shipping offers are subject to change without notice.

