

Ordering Information and Helpful Hints

How to Place Your Order

There are four convenient ways for you to order your products:

PHONE: 1-888-875-5437 Mon. thru Fri. 8 am to 5 pm EST

FAX: (419) 866-1605

MAIL: P.O. Box 8788, Maumee, OH 43537

ONLINE: www.Excellent4Kids.com

Complete the enclosed order form and include the following:

- Your Customer ID Number (located on the back of this catalog).
- Your contact information. Please include your name, shipping address and daytime phone number (in case we have to reach you).
- Your product information. Include the item number, a brief description and all applicable color(s), size choices and all options for all items.
- Phone, fax or mail your order to us. Downloadable forms are available on our website, under the "Contact Us" section.
- If ordering via www.Excellent4kids.com please note that prices may vary.
- Please allow up to 48 hours to process your order. If you have a rush situation or a deadline, please note that on your order, or call Customer Service.

Shipping Charges

If your order includes one or more items with a truck symbol or ships via truck, your minimum freight charge is \$85. Total freight will be equal to 17% of your product total (but not less than \$85).

Helpful Hint: It is better to group truck items from one manufacturer, it will save you money. We will recommend ways to save money, if available.

If your order ships regular freight (UPS or Fedex), your minimum freight charge is \$15. Total freight will be equal to 16% of your product total (but not less than \$15). UPS oversized is a minimum of \$25.

Inside Delivery: There will be an additional charge of \$55 per order per inside delivery request. If you do not request inside delivery at the time you place your order, and you request it at the time of delivery, you will be billed \$65 for the inside delivery.

Excellent4Kids.com will only accept orders from the 50 United States and it's official territories. For shipments to destinations outside the 48 contiguous United States, please call for a freight quote and our Customer Service personnel will assist you.

Shipping Timeframes

Most orders ship within 7 to 21 business days. Each manufacturer has their own delivery time schedules and vary with peak seasons. If your order has items from more than one manufacturer, you will receive separate shipments from each manufacturer. Please call Customer Service if you have specific questions regarding ship times.

Before Signing for a Delivery

Please count all parcels and inspect the entire contents of your shipment at the time of delivery. Check for visible and concealed damages. Note any damages on the Bill of Lading before the driver leaves. Keep all packaging and paperwork. Call us immediately with any damage claims.

Helpful Hint: Know your rights! You have a right to inspect the merchandise before signing, if the cartons show any signs of damage.

Product Pricing

Prices are subject to change due to material cost and/or manufacturing cost increases. Excellent4kids.com reserves the right to correct any and all printed prices based on error.

Product Warranties

All products are covered under the Standard Commercial Warranty. Warranty details vary by manufacturer. If you have a product with a warranty claim, please contact Customer Service immediately.

Backorders and Delays

Unfortunately, backorders and delays occur. All products ship directly from the manufacturer, Excellent4kids.com can not control manufacturer inventory levels. If your product is not received in the within the noted shipping timeframe, please call.

Returns and Damages

If you are dissatisfied with an item, please call Customer Service for return instructions and authorization. Return authorizations need to be requested within 10 days of delivery. Items MUST BE returned in its original package.

Important Note: Restocking fees including return freight charges will apply for all items returned for reasons other than damages or defects. Restocking fees can vary between 10-30%, subject to the manufacturer and/or the situation.

Excellent4Kids.com will arrange for pick-up and transportation of the return items. Credits are subject to final inspection of returned items. Allow up to 4 weeks for you to receive your credit.

If you receive a defective or damaged item, contact Customer Service immediately. Excellent4kids.com will coordinate with the manufacturer for replacement and return of damaged item.

Payment Methods

We currently accept Visa, MasterCard, Discover and American Express. Authorized Purchase Orders from state and local government agencies, public schools, Head Start Programs are accepted upon approval. Commercial institutions and other organizations may open a charge account, subject to credit approval. For a Credit Application, please call 888-875-5437, or download the Credit Application online at www.Excellent4kids.com. Tax-Exempt customers, please provide a copy of your Tax Exemption Certificate with your first order.

Volume Discounting

When purchasing \$2,500 or more from a single manufacturer per order, you may qualify for additional discounts! Call 888-875-5437 for more information or to request a quote.

Helpful Hint: Fax your list of items that you would like to purchase, and we will provide you with a competitive quote.

Excellent4kids.com!TM

Excellent4kids.com

Parent Company: E4K Limited

Mailing Address: P.O. Box 8788

Maumee, OH 43537

Phone: 1-888-875-KIDS (5437)

Fax: 419-866-1605

www.Excellent4kids.com