

## **EARTH TOOLS GARDEN TOOL ORDERING INFO**

We DO NOT offer online ordering - To place an order, please call 502-484-3988. We like to talk with our customers, to make sure you are purchasing the right product for your needs. Phone hours are 9am to 6pm Eastern Time Monday through Friday (unless closed for a national holiday, etc....see bottom of all our web-pages for our closing schedule).

### **OTHER ORDERING INFO:**

#### **SHIPPING & SHIPPING CHARGES**

These are the among the best tools available, and at the best prices you will find. To be fair to everyone involved (you AND us), we custom-pack every order (meaning that we package every order in the smallest box it will safely fit in with adequate cushioning material), and we check to see what the least-cost way to ship it is (U.S. Postal Service [USPS] or UPS [if you have a preference of one or the other, tell us when you are placing the order!]).

Therefore, we CANNOT know the exact shipping cost when you are placing the order, other than a rough estimate based on our past shipping experience. The shipping / handling charges are added to the order before your card is charged. On the day of shipping, we will send you an email with a copy of the paid invoice attached, and the invoice will show the tracking number for either UPS or USPS (if you don't see this email, check your "spam" folder!) Depending on the time of year and how backed up we are on shipping orders, your order could ship anywhere from THE SAME DAY the order was placed, UP TO 14 days after the order was placed.

#### **PAYMENT**

Accepted forms of payment from customers in the USA and Canada: Visa, Mastercard & Discover credit/debit cards. (NOTE: We can also accept checks, but the check must be received & cashed by us before the order ships. Also, you must first consult with us to see what the approximate shipping charges will be, so you can add that amount to the check. (We will always estimate the shipping "high", and we will send a refund by company check for whatever the difference is between your check amount and the goods + actual cost of shipping [and sales tax if applicable, of course])

TERMS on all orders are **\*\*Full Payment in Advance\*\***, although Government agencies and Universities can apply for 30 day terms.

#### **CANCELLATIONS / RETURNS / REFUNDS:**

If you need to cancel an order, CALL US!! If you cancel it BEFORE it ships and BEFORE it is charged to your card, this is no problem and there is no charge. If the order has already been packed up and your card has been charged, but the shipment has not left our facility

yet, the cancellation is subject to a 5% unpacking / restocking charge. If the order has ALREADY LEFT OUR FACILITY, we will try our best to get the carrier (UPS or USPS) to "turn the shipment around" and stop it coming all the way to you. However, this DOESN'T ALWAYS WORK, and the shipment may end up coming all the way to you. You are welcome to return it, but you will have to pay return shipping costs, AND your refund will only be for the merchandise value less a 10% restocking fee. NO shipping charges are refundable (unless we sent an incorrect or faulty item). Refunds only available for new, unused goods. Refunds to USA-based customers will be in the form of a company check, which will be mailed to you after the goods arrive back here and we inspect the goods for shortages or damage.

NOTE #1: If you want the refund to go to a credit or debit card (or if you are a Canadian-based customer), there will be an additional 3% withheld from the refund amount, to cover the processing fees that the credit/debit card company charges us to process a refund. The ONLY exception to this would be if we shipped an incorrect or faulty item. NOTE #2: If we are refunding through a credit/debit card and the cardholder's original currency was other than U.S. Dollars, you may also be charged "foreign transaction fees" for both the original charge AND for the refund...these are the fees a card provider charges to convert currency to and from U.S. Dollars. NOTE #3: If the original currency was other than U.S. Dollars and there was a difference in the Currency Exchange Rates between the date you originally paid and the date of the refund, this may change the amount of your refund accordingly.)