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| ***Welcome to Patchwork Designs, Incorporated.***  |
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| http://www.patchworkdesigns.net/images/historicallyspeaking/order.jpg |
| * All items that are **in stock** will be shipped within 48 working hours after the order is received in the *billing department*. (We are closed on weekends)
* Items will take longer to ship if they are on **backorder** (you will be notified of all backordered items)
* Please note: If you mail your order we have no control on when the order will reach us -- the order will be processed the the day of receipt.
* Shipping Department is open 9-5 PM [Monday-Friday EST.]*Scroll down for the NEW postage increase disclaimer*.
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http://www.patchworkdesigns.net/images/historicallyspeaking/methodofpayment.jpg |   |
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| **MAIL**Make all checks or money orders ***payable to Patchwork Designs, Inc.*** and mail to Patchwork Designs, Inc., 8421 Churchside Drive, Gainesville VA 20155 USA**ONLINE STORE**Mastercard/Visa/Discover payment is processed online. **TELEPHONE**Your payment information can be left at any time on our secure line [703-743-9948]**FAX**Payment information can be faxed at any time to our secure line [703-743-9942] |

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| http://www.patchworkdesigns.net/images/tnail/orderbg-BOTTOM.gif |
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| http://www.patchworkdesigns.net/images/historicallyspeaking/shipping.jpg |
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| ***Shipping Chart for Patches or Lanyards*** |
| # of Patches  | FIRST CLASS MAIL (**priority mail** add $2 to postal rate) |
| 1 to 5 | $3.55 |
| 6 to 20 | $4.99 |
| 21 to 30 | $5.99 |
| 31 to 50 | $6.50 |
| 51 to 70 | $6.99 |
| 71 to 100 | $9.55 [ships priority mail]  |
| 101 to 150 | $10.55 [ships priority mail]  |
| 151 to 200 | $13.00 [ships priority mail]  |
| 201 to 400 | $15.99 [ships priority mail]  |
| 401 to 500 | $17.60 [ships priority mail]  |
| Over 500 | contact us for pricing |

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| ***Shipping Chart for Kits and Manuals***You may add patches to any kit/manual order with no additional shipping charge  |
| *Due to the new postage increase of May 2008,* ***one country manual*** *weight and bulk automatically weighs in the priority mail category. The good news is that your items will reach you quicker without you paying the extra $2.00 for priority mail service.* |
| # Of Manuals/Kits | PRIORITY MAIL SHIPPING |
| 1 | $6.99 |
| 2  | $9.25 |
| 3 to 5 | $10.75 |
| 6 to 8 | $12.75 |
| 10 to 12 | $15.75 |
| 13 to 20 | $22.25 |
| 21 to 23 | $24.00 |
| Over 23 | Contact us for pricing |

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| ***Express Shipping Chart*** |
| Express Shipping is determined by zone and weightThe average cost is $28.00 *USPS Express 1-2 days depending on your area in the US* |
| **\* Bulk Orders**Contact us for shipping amount*Price is determined by the weight of the product* |

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| ***International Shipping Chart*** *(not APO or FPO)*You may add patches to any kit/manual order with no additional shipping charge  |
| *We only ship Global Priority Mail overseas. In order to save you money we will ship in 2-3 shipments using the Flat Rate Envelope otherwise the shipping would be much more.* |
| # Of Manuals/Kits | GLOBAL PRIORITY MAIL SHIPPING |
| 1 (plus up to 50 patches) | $13.50 (Canada/Mexico) $15.50 (Other countries) |
| 2 to 3 (plus up to 100 patches) | $27.00 (Canada/Mexico) $31.00 (Other countries) |
| # of Patches  | GLOBAL PRIORITY MAIL SHIPPING |
| 1-50  | $13.50 (Canada/Mexico) $15.50 (Other countries) |
| 51 to 100 | $27.00 (Canada/Mexico) $310.00 (Other countries) |
| 101+ | **Contact us** **for shipping on larger purchases** |

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| ***Apparel Shipping Chart*** |
| Please contact us for shipping amounts for apparel.*There are no returns on apparel.* |

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| ***Rush Delivery*** |
| We offer rush delivery and priority handling at an additional charge(excludes bulk orders of more than 50 items).  |
| \***Next Day**Contact us for shipping costs |
| All priority mail orders are processed before First Class orders |

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| ***Important Information Regarding Shipping*** |
| **Our shipping chart reflects the post office price increase of Jan 2009.***"The new pricing for First-Class mail puts an emphasis on shape as well as weight. Therefore, to more accurately reflect the true cost of doing business, shape is used to determine pricing for parcels. This includes anything over a 1/4 of an inch thick."*According to our training provided by the USPS office, all parcels need to be uniform flat and flexible. None of our shipments fall under that category since we ship patches and books, everything is now under "package rate" rate instead of flat rate first class.Our shipping has been adjusted accordingly. Please keep in mind that these shipping prices include shipping and handling, the cost of us putting your package together and sending it to you in addition to the regular postage rate. All rights reserved. |

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| http://www.patchworkdesigns.net/images/tnail/orderbg-BOTTOM.gif |
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|   | http://www.patchworkdesigns.net/images/historicallyspeaking/bulk.jpg |   |
|   | For all large quantity orders, including custom orders, you must give us at least a few weeks notice, or a pre-arranged deadline, in order to ensure that we have your items in stock. For example, if you are doing a "Greece" event and will need 100 patches for this event, you will need to place your order a few weeks before the event so that we will have all 100 patches ready for delivery. Please email orders@patchworkdesigns.net if you have questions concerning your order. Though we try to keep items in stock at all times, we sometimes sell out of a product by daily orders. This pertains especially to newly released items. At Patchwork Designs, we always strive for customer satisfaction and want to make sure everyone receives their.Please understand placing a pre-order or sales order for this patch guarantees that you will receive them as soon as they are available. We will charge your credit card when you have your final numbers and place your order. This ensures that you will receive your items in time for your activity you have planned. If you do not pre-order we can not ship your items until payment is received. We can create a sales order and mark hold for check, but we can not guarantee that they will be in stock when we receive the check. All of our patch orders are first come first serve with PAYMENT.  |   |
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|   | http://www.patchworkdesigns.net/images/historicallyspeaking/returns.jpg |   |
|   | * No returns on any **dated products** or **custom made products**for your organization or group. (This is stated on the order page of our website.)
	+ Sometimes returns are taken for DATED ITEMS if there is a demand for that product. Please contact us prior to returning dated items.
* We also offer no refunds on any of our **books** or **apparel**
* Returns on patches need to be in the condition that they were receivedand within a 30 day time period.
	+ If it is over 30 days please contact a customer service representative.

**All returns are STORE CREDIT. *We do not offer refunds on any merchandise.*** |   |
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|   | http://www.patchworkdesigns.net/images/tnail/orderbg-BOTTOM.gif |   |
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|   | http://www.patchworkdesigns.net/images/patchbanner.jpg |   |

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