

# To Order

**PHONE: 1.800.491.5194 FAX: 1.800.491.5193**  
**INTERNATIONAL FAX: 513.603.1492** 24 hours a day,  
7 days a week; online at **GRANDINROAD.COM**

## BILLING ADDRESS

Name \_\_\_\_\_  
Item Numbers \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## GIFT MESSAGE

ITEM #	QTY	ITEM DESCRIPTION	COLOR, SIZE, OR MODEL	GIFT WRAP	PRICE EACH	TOTAL
				Y / N		
				Y / N		
				Y / N		
				Y / N		

Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_

For credit card orders, please include the name as it appears on the credit card and the billing address if different from the shipping address. Orders delivered to a PO Box require Priority Mail delivery service. Include a phone number or email address in the event there's a need to contact you about your order. For privacy, email addresses will not be provided to any nonaffiliated parties outside the Grandin Road business group.

## METHOD OF PAYMENT

- ☐ Visa (13 or 16 digits) ☐ American Express (15 digits) ☐ Check or Money Order  
☐ MasterCard (16 digits) ☐ Discover/Novus Card (16 digits) ☐ Gift Certificate No.\* \_\_\_\_\_

\*If order total is greater than gift certificate value, please include the additional method of payment for balance.

## CREDIT CARD

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				

Expiration Date

Our terms are FOB shipping point. Your credit card will not be charged until shipment.

Authorization Signature \_\_\_\_\_

## OUR QUALITY COMMITMENT

**RETURN AND EXCHANGE GUARANTEE** We offer a 1-year Quality Guarantee and will repair or replace any Grandin Road product up to a full year from the date of shipment.

Furthermore, if you're not satisfied, simply return your purchase within 90 days for exchange or refund, less the cost of postage and handling. Special policies apply to holiday and personalized merchandise; please see below.

Halloween merchandise will not be accepted after 11/21; Christmas merchandise will not be accepted after 1/15—or 30 days from date of purchase (whichever occurs later). Personalized and monogrammed orders cannot be canceled and are not returnable, so please order carefully. All returned items must be in their original packaging and in the condition in which they were received. Please wrap your item carefully; package and ship it so that damage does not occur. Follow the return process instructions on the packing slip or visit our website for more information regarding returns.

**PRICE GUARANTEE** If we offer a special price on the item you purchased within 30 days of your sale, contact us and we'll refund the difference. If the exact item is advertised elsewhere for less, provide us the advertisement within 30 days and we'll refund the difference. (Our Price Guarantee applies to Internet offers only when the same price appears in the company's printed advertisements.)

**CORPORATE GIFTS AND QUANTITY DISCOUNTS** We offer discounts for quantity purchases of the same item. Call 1.800.491.4958 or email corporatesales@grandinroad.com.

**MAILING LIST PREFERENCE** If you receive a duplicate Grandin Road catalog, please let us know. Periodically, we share our mailing list with selected providers of goods and services that may be of interest to you. If you prefer not to receive mail from other companies, or if you do not wish to receive future issues of Grandin Road, please call us at 1.800.491.5194. Visit grandinroad.com/privacy for details.

## SHIPPING

**STANDARD DELIVERY** Items are shipped via regular ground service and should arrive in 3–7 business days. Larger items or items shipped directly from the manufacturer may take longer.

**EXPRESS DELIVERY** We offer 2-business-day or next-business-day Express Delivery. Express orders received by 4 p.m. EST Monday–Friday are shipped the same day. Refer to our Shipping Chart for rates.

**[\$] OVERSIZE HANDLING FEES** Some of our larger products require additional shipping charges that are based on the size and weight of the item. These fees are applied in addition to standard Shipping and Processing charges for each oversized item. Oversize Handling Fees will be reflected during the checkout process and applied to your final order total.

**[\$\*] FLAT-RATE DELIVERY** Shipping for some higher-priced items is charged at a lower flat-rate fee, and is calculated separately from the remainder of your order total. Flat-rate fee applies to standard shipping only.

To estimate **Through-the-door Truck** or **In-home Delivery** charges, contact a Customer Service Representative or visit grandinroad.com/shipping for a custom delivery quote.

**THROUGH-THE-DOOR TRUCK DELIVERY** Delivery occurs approximately 2 weeks after an item is shipped, but may vary depending on the location of your residence and your availability to accept delivery. Items are unloaded by the driver and placed inside the first-floor doorway, garage, or covered area of your choice. **Packaging removal and assembly are not included.** The minimum fee for Through-the-Door Truck Delivery is \$149.

**IN-HOME DELIVERY** In-home Delivery occurs approximately 2 weeks after an item is shipped, but may vary depending on the location of your residence and your availability to accept delivery. We will work with a common carrier to schedule delivery of the item into your home between 8 a.m. and 5 p.m., M–F, within a 4-hour delivery window. The delivery agents will place your item where you want it, inspect it, and remove the packaging materials. **Assembly is not included.** The minimum fee for In-home Delivery is \$198.

**HAWAII, ALASKA, AND U.S. TERRITORIES** For orders of 10 lbs. or less, please add \$9.95 to the standard shipping and processing charges. For orders over 10 lbs., or for Express, Oversize, Truck, or In-home Delivery, additional charges will apply and a longer transit time may be required.

**INTERNATIONAL DELIVERY** Delivery times and rates vary depending on location of delivery. Call 1.800.626.6488 for a customized shipping quote (does not include applicable duty, value added taxes (VAT), or import consumption taxes).

**APO/FPO** Standard ground delivery to an APO/FPO box is provided by the United States Postal Service. Shipping is limited to orders totaling less than \$400 and less than 70 lbs.

**PERSONALIZED & GIFT-WRAPPED ITEMS** Please add an additional 2–3 days to ship time.

**MAIL:** Grandin Road—Order Department  
5566 West Chester Road, West Chester, OH 45069

**CUSTOMER SERVICE:** 1.800.491.5179

7 days a week, 7 am to 2 am ET, or email us at service@grandinroad.com

**PRODUCT SPECIALISTS:** 1.800.491.4958

Monday to Friday, 8 am to 8 pm ET; Saturday, 9:30 am to 6 pm ET

**ORDER STATUS:** grandinroad.com/tracking

## SHIPPING ADDRESS (if different from billing address)

Name \_\_\_\_\_  
Item Numbers \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Merchandise Total  
Gift Wrap @ \$4.95 per item  
Shipping/Processing  
Express, Oversize, Truck,  
or In-home Delivery  
Charge (details below)

## Subtotal

For shipments to AZ, GA, NC, and OH,  
please add sales tax at applicable  
rates; call 1.800.491.5194 for rates

## Total



## Gift Wrapping—ONLY \$4.95

Most items can be wrapped in elegant sage gift wrap and topped with a rich cream satin ribbon. We will also include a gift card containing your personal greeting. Please allow 2–3 extra days for gift wrapping.

## SHIPPING CHARGES PER ADDRESS\*

under \$25.00	\$5.00
\$25.00 to \$44.99	\$8.00
\$45.00 to \$64.99	\$12.00
\$65.00 to \$94.99	\$14.00
\$95.00 to \$144.99	\$17.00
\$145.00 to \$194.99	\$21.00
\$195.00 to \$239.99	\$24.00
\$240.00 to \$2,999.99	10% of Total
\$3,000.00 and over	5% of Total

\*These delivery charges apply only to this catalog and are subject to change. Shipping charges are calculated on the lowest advertised price of each item, prior to any promotional discounts.

## GRANDIN ROAD EXPRESS DELIVERY

FOR ORDERS UNDER 10 LBS.

2-day Service	\$9.95 additional
Next-day Service	\$19.95 additional
Oversize orders & 10 lbs. or more	Call for rates

For Express and Oversize Delivery, the applicable surcharge will be added to the standard shipping/processing charges. Standard shipping charges do not apply to Truck or In-home Delivery.

Shipments to AZ, GA, NC, NY, and OH are subject to sales tax at applicable rates. CO and OK require the purchaser to file a sales or use tax return when the retailer does not collect sales tax.

Descriptive and typographical errors are subject to correction.

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