

CUSTOMER CARE

How can I contact you?

Our friendly Customer Care representatives can be reached by phone from 8AM to 5PM Central Standard Time (CST), Monday through Friday:

Domestic (U.S.): 1-800-338-6827

International: (515) 986-1028

You can also contact us day or night, 7 days a week, online:

On the Web: www.rightstuf.com

By Email: info@rightstuf.com

Please do not email your credit card information.

You can also contact us by the traditional methods:

By Mail: **Right Stuf**
PO Box 680
Grimes, IA 50111-0680

By Fax: (515) 986-1129
(Please use FINE mode)

If I move, should I inform you?

Certainly a good idea, especially if you want to keep getting stuff from us. Just call our friendly Customer Care representatives who will be happy to update your information.

Can I get a new order form?

You can give us the information on the form or on any scrap of paper. As long as we can read it, you're fine. You can also print copies of it at www.rightstuf.com/orderform

How can I check on my order?

If you placed your order through our online store, you can check your order status when you log in. Otherwise, simply call our friendly Customer Care representatives at 1-800-338-6827 or email us at info@rightstuf.com

Will I get your next catalog?

If you've ordered something from us in the last 6 months, you will automatically receive the new catalog when it is shipped. If not, you may find that you'll stop receiving catalogs, and you will have to send us the current catalog fee to reactivate.

Why do you charge for your catalog?

In order to keep producing a printed catalog, we have to charge a small fee for it. However, you can get your money back by using the \$4-off coupon on page 1!

Can I opt out of receiving your printed catalog?

Absolutely! Please call or email our friendly Customer Care representatives and they will be able to assist you.

Privacy Policy

Right Stuf does not sell or share any personal information you may provide. This information is collected only to contact you should a problem arise with your order.

COUPONS

Can I use my coupons online?

Yes, you can. Simply use the coupon code that is on your coupon when you place your online order.

How many coupons can I use?

You can only use one coupon per order, and some coupons can only be used one time per customer. Some coupons can also only be used through our online store. This is generally due to specific date or manufacturer requirements, which cannot be imposed on mail-in orders. Please review the coupon restrictions to see if it can be applied to your order.

MAIL-IN ORDERS

I went to your online store to order, but I don't have a credit card. Help!

Should you prefer to use the online store to select items, you can actually use it to place an order by mail! Simply select all of the items you want and place them in your cart. When you proceed to checkout, make sure to choose the "faxed or mailed order" option. This will generate a printed form with everything already added up for you (no more calculators!). Just print this form and mail it in with your payment.

Although you can use the online store to generate your order, nothing will be recorded by our system, so make sure that you don't lose your form or you'll have to re-enter everything all over again! Online coupons are not valid on mail-in orders.

Why do you hold my order for 12 days when I pay by check?

Even with all this cool technology, checks can still require at least 12 days to clear.

What's this NSF charge?

"Non-Sufficient Funds" means that your check bounced. There is a \$25 charge for all returned checks. Once you have bounced a check, all further orders must be paid for by either credit card or money order.

Do I need to add sales tax?

Only if you're shipping to an Iowa address.

PAYMENT METHODS

Do you take VISA / MasterCard / Discover / American Express?

Yes to all. About the only plastic that we don't take are standard ATM and gasoline cards. If you're paying by credit card, we may contact you to obtain additional details for security purposes. Shipment may be delayed until we have received the information necessary to complete your order.

If I order using a credit card, when do you charge it?

Credit cards (by law in our state, actually) get charged only when the product actually ships.

Can I pay by check / money order / COD?

We accept domestic (U.S.) checks and money orders in U.S. funds. Please make all checks/money orders payable to Right Stuf, Inc. All checks require at least 12 days to clear our bank. Sorry, no CODs. PLEASE DO NOT SEND CASH THROUGH THE MAIL!

Can I pay with my PayPal account?

Sorry, we are not accepting PayPal at this time.

I'm an international customer. What's with this extra data you need?

With international mail and credit card fraud becoming a growing problem, we feel it's better to ask you for additional information, rather than charge everyone outside the country a lot more for their stuff. First-time international customers using American Express cards can place orders immediately, with no additional security checks. American Express automatically verifies the cardholder address and is our preferred method of payment.

For first-time orders paying via VISA, Master Card, or Discover, we require a copy of some form of address verification (driver's license, passport, etc.) that shows your address, along with a photocopy of BOTH the FRONT AND BACK side of your credit card. For security purposes, you may black out one set of digits. Upon request, we can provide a secure website location to submit this information. This information is destroyed after verification.

This policy only affects first-time international customers using VISA, Master Card, or Discover. However, should your address or credit card information change, we will re-request this information in order to protect you and to update our records. This policy is in place to help keep credit card fraud to a minimum and to ensure that our customers have the utmost security when ordering with our company.

DOMESTIC (U.S.) SHIPPING CHARGES

If you are shipping to a U.S. address and your order exceeds \$49 (before freight), then Economy shipping is FREE!

Shipping Options

Economy (USPS Mail): 4-14 Days.

\$3 for first item + \$1 each additional item.

USPS Standard (Priority Mail): 2-5 Days.

\$5 for first item + \$1 each additional item.

UPS Standard (Ground): 2-5 Days.

\$8 for first item + \$1.50 each additional item.

UPS Express (2nd Day Air): 2 Days.

\$12 for first item + \$2.50 each additional item.

How much is shipping for box sets?

Box sets are considered a single item for shipping purposes.

Shipping to Military Addresses & U.S. Protectorates

If you are stationed in the service or live in the U.S. or one of its protectorates, including APO/FPO (AA, AE, AP), PR, GU and VI, please use our domestic shipping options.

I'm not at home during the day. Can you ship to my office?

Certainly. In fact, we prefer to do this to ensure that you actually receive your order. We require that you include the business' name in the address so your delivery person can get your package to you. If your package is returned to us, we will charge you an additional shipment fee to reship it. Another option is to have your order shipped by mail instead.

INTERNATIONAL SHIPPING CHARGES

If you are shipping to a Canadian address and your order exceeds \$150 (before freight), then regular shipping is FREE!

Shipping Options

Canada (Sent via Mail): 1-2 Weeks.

\$8 for first item + \$2.50 each additional item.

Other Countries (Sent via Mail): 2-3 Weeks.

\$11 for first item + \$3 each additional item.

International shipping times are approximate. Shipment time may vary due to customs inspections.

How much is shipping for box sets?

Box sets are considered a single item for shipping purposes.

Why do I have to pay custom fees?

Shipping companies or local governments may charge an additional fee for taxes or delivering your package to your country. Such fees and custom duties are not included in our shipping price and are your responsibility.

What happens if my country will not allow me to have this sort of item? / My order was seized by customs?

Please consult with the postal authorities of your country prior to placing an order for adult items. We cannot be held responsible for seized shipments or provide refunds for seized products.

I'm not at home during the day. Can you ship to my office?

Unfortunately due to security restrictions, we must ship to the billing address on your credit card.

SHIPPING TIME

Can I get a shipment confirmation sent to me?

Shipping confirmations are sent via email to the email address provided on the order form. Please make sure to write your email address as clearly as possible.

Are more shipping options available?

Additional shipping options are available for orders placed by phone and through our online store.

How long will it take to ship my order?

From the time we receive your order, standard processing time is 1-2 days if all of the items on your order are in stock. If some of the items on your order are back ordered, it takes an average of 10-14 business days for us to receive these items from the manufacturer and this may cause a delay in the shipment of your order. Once all of your items are in stock, your order will be shipped via your selected shipment method.

How long will an item be out of stock?

With a few exceptions, item delays can be measured in days. There are some freak delays, but 10-14 business days is pretty typical. However, please keep in mind that some items are directly imported from Japan and may be in short supply even there. Should the manufacturer or the Japanese vendor be out of stock at the time of our re-supply order with them, it may be a bit longer. We keep thousands of items in stock, and our computer system automatically adjusts stock levels based on demand.

I chose express delivery when placing my order, but it took 2 weeks to arrive. Why?

You must have ordered a product that we didn't have in stock at the time that we received your order. If an item is out of stock when we receive your order, we still ship it out by express delivery when we receive it from the manufacturer.

Do you do split shipments?

For domestic (U.S.) orders: We may, at our option, ship your order in multiple shipments. Please note that, in general, only shipments using the economy ship method will receive partial shipments. Due to increased transportation costs, orders shipping by other methods, or internationally may be held until the order is complete. You may request a shipment of in-stock items at any time for an additional fee (based on the ship method you have selected) by contacting Customer Care.

RETURNING MERCHANDISE

When I got my item, it was defective. What can I do?

If your merchandise is defective due to a flaw in manufacturing, we are more than happy to replace the product. Unopened DVDs and Blu-rays can be returned for Right Stuf store credit (or in the case of credit cards, refunded to the issuing card).

All returns/refunds must be processed within 90 days (120 days if you are a Got Anime member) of the date on your purchase invoice. If you need to complete a return/refund, please obtain a return authorization number from Customer Care at 1-800-338-6827, or utilize our online return request form at: www.rightstuf.com/requestform

Products returned without a return authorization number, or those over 90 days (120 days for Got Anime members) past the invoice date, will be returned to the customer at our option.

UPS / The Post Office smashed my package! What now?

If it was damaged by UPS, please contact UPS directly at (800)-PICK-UPS (1-800-742-5877). If it was damaged by the Post Office, please contact our friendly representatives.

Do I have to pay shipping to return a product?

Yes, but we will pay the shipping to send the replacement back to you. We suggest using the least expensive shipping method available that can be tracked. If you have accidentally been shipped an item that you did not order, we will reimburse your shipping costs to return the item to us.

The packaging said it would include (special item), but mine doesn't have it!

Unfortunately, we have no control over what manufacturers decide to place inside of their products. Sometimes the manufacturers do provide special extras, but we cannot guarantee that these items will be inside of the products that we receive. Should the item not be included, we suggest that you contact the manufacturer directly.

