

GET FREE SHIPPING ON YOUR ORDER!!

If you live inside the U.S. and your order exceeds \$49 (without freight), then Economy Shipping is FREE for domestic customers. If you live in Canada and your order exceeds \$150, our regular shipping is FREE!

SHIPMENTS TO MILITARY ADDRESSES & U.S. PROTECTORATES

Our domestic standard rates are simple: In the U.S., including APO (AA, AE, AP), FPO, PR, GU and VI, please use the Domestic Shipping Options. Please be aware that if you have a PO Box, or are stationed in the service, our standard shipping is by mail because UPS will not deliver to these locations. If you live outside of the areas above, please use our International Shipping Options.

SPECIAL NOTES FOR OUR INTERNATIONAL CUSTOMERS

Shipping companies or local governments may charge an additional fee for taxes, or for delivering your package to a foreign country. Such fees and customs duties are not included in our shipping price and are your responsibility. We will not be responsible for seized shipments and cannot provide refunds for seized products. Please check to make sure you are in compliance with all local laws if you are ordering an adult product(s).

For first-time orders only, we require a copy of some form of ID (can be your driver's license, passport, credit card statement, utility bill, etc.), which shows your address along with a photocopy of BOTH THE FRONT AND BACK sides of your credit card. For security purposes, you may black out one set of digits. This information is to help keep credit card fraud down and is for your protection as well. Upon request, Right Stuf can provide a secure website location for our international customers to submit this material. This information is destroyed after verification.

I'M RUNNING OUT OF FORMS!!

You are hereby authorized and deputized to make copies of this order form. As long as we can read it and all the information is there, you're fine. Copy away. You can also print one from our website at: <http://www.rightstuf.com/orderform>

SHIPPING INFO:

Please allow 2-6 weeks for delivery. It will almost certainly be closer to 2 than 6 weeks, but we like to err on the side of caution. Shipping confirmations are often sent via email to the address you provide on the order form so please make sure to write your email address as clearly as possible.

If someone will not be available at your home, consider having the package shipped to your work address (include your company name). If your package is returned to us, we will charge you additional shipping to reship it.

Express shipping means that your order will be shipped via 2 Business Day UPS. Actual shipment time can vary based on whether the item(s) is in stock at the time we receive your order. If you need your order as soon as possible, please consider placing your order over the phone (800-338-6827) or through our secure online store (www.rightstuf.com).

Pre-order release dates can (and often do) shift about without the manufacturer informing us. If you are concerned about your pre-order status, please contact customer service at any time or check the latest information on product updates on our website (www.rightstuf.com).

For domestic 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 on your order at any time by contacting customer service for an additional fee based on the ship method that you have chosen for the order.

PAYMENT METHODS:

We accept checks and money orders in U.S. funds. Sorry, no international checks. 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.

We also accept the following payment methods: MasterCard, Visa, American Express, or Discover. Sorry, you can't use your Mom's Sears card - or your Dad's BP card. For security purposes, we may contact you for additional information which may delay your order.

PLEASE DO NOT SEND CASH THROUGH THE MAIL!!

RETURN POLICY:

If your merchandise is defective due to a flaw in manufacturing, we are more than happy to replace the product. Unopened DVDs 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 ninety (90) days of the date on your purchase invoice. If you need to complete a return/refund, please obtain a return authorization number from Customer Service at 800-338-6827 or visit our online request form at: <http://www.rightstuf.com/requestform>

Products returned without a return authorization number, or those more than ninety (90) days after the invoice date, will be returned to the customer.

If the package was damaged while in transit (crushed box): if delivered by UPS, please contact UPS directly at (800)-PICK-UPS (1-800-742-5877) or if delivered by Mail, please contact your local postmaster.