

SHIPPING AND HANDLING CHARGES

in Continental United States (excluding Alaska and Hawaii)

Order	Packed at our convenience (5" dia. tube or flat)	Packed Flat at customer request	UPS 2d day or overnight express	Alaska Hawaii Canada
Any amount of stationery	\$ 4.00	\$ 4.00	Actual shipping charge	Actual shipping charge (in U.S. funds)
\$1.00 - \$49.99	9.00	12.00		
50.00 - 149.99	FREE	12.00		
30 x 40 & larger	13" dia. tube FREE	12.00 packing plus Bus or Frt Collect		
150.00+	FREE	FREE		
30 x 40 & larger	FREE	FREE PACKING plus Bus or Frt Collect		

TO ORDER:

- YOUR NAME AND ADDRESS:** Fill in your name, address, phone number and method of payment. If you have ordered before, please use the same name you have used in the past when inquiring about an order or ordering again. If the shipping address is the same, please write "SAME" on the "SHIP TO" area of the order form. If it is different, fill in the "Ship To" section with a street address or Rural Route, Box No. and road name or number. Also please include the phone number of the delivery address and any special instruction that the UPS driver might need for delivery.
- PAYMENT:** If you are paying with Visa or Mastercard, please fill in your complete number, expiration date and sign your name in the space provided. For COD, you may pay cash or make your check or money order out to Twinrocker Inc. and give it to the UPS driver. Institutions with a Purchase Order may be billed Net 30 days, any Past Due receives a 2% per month service charge. From Canada, payment must be in U.S. Funds. You may send a money order in U.S. Dollars, or write "U.S. Funds" on your check, or pay with Visa or Mastercard which will automatically compute the currency exchange.
- PAPER:** To fill in this section, refer to the information on the paper swatch you have received. On the order form, write the name of the paper and the type of sizing (Interior dimer, Soft surface sizing or Gelatin (hard surface sizing), the size and/or shape of the sheet, whether laid or wove, the approximate weight (art or text) and whether you would like it especially thick or thin. (When we make a paper, we vary the thickness slightly to have a variety on hand, so you may request for example "thinnest available text weight" or "thickest available art weight") Then describe the surface, either Rough, Loft dried, Cold Pressed (C.P.), or Hot Pressed/Calendered (smoothest). Fill in the price of each sheet and the full amount.
- SUBSTITUTIONS:** Because the "ON-HAND" paper is limited in its availability, please indicate if we can make substitutions for out-of-stock papers. We will refund or bill you for any difference in the amount due.
- SECONDS:** Only individuals may order seconds when available. We do not sell seconds to retailers. To purchase, you must phone in your order to find out what papers are available. Seconds are priced at 30% off our retail price.
- QUESTIONS:** If you have any questions about our paper, whether technical or aesthetic, or concerning packaging and delivery, please call us any day including Saturday from 9:00am - 9:00pm. Twinrocker is on the Clark family farm, and we have the same phone number in the paper studio and in our house (317-563-3210). We will be happy to answer your questions about a Custom Order for a special project in the quantity, color, size, shape, weight and the custom watermark that you need. Custom orders require a Set-up fee of \$100 to \$200 and a \$500 minimum order.

PACKAGING AND DELIVERY:

- DELIVERY TIME:** We make every effort to ship within three days. UPS will deliver from Twinrocker to anywhere in the lower 48 states within 5 working days. You may request UPS 2nd Day Air or Next Day Air at additional cost. Large paper shipped flat must either go by truck (about two weeks) or bus (about 5 days) or air freight (about 3 days).
- DELIVERY TO ALASKA, HAWAII AND CANADA:** Please call to find out the necessary additional delivery charges. To Hawaii, we can ship Air UPS or Parcel Post or Parcel Post Air, Freight or Air Freight. To Alaska, we can ship Parcel Post or Air Parcel Post, Freight or Air Freight. To Canada, we can ship Parcel Post, Air Parcel Post, Freight or Air Freight. Please include 15% of the cost of your order for Delivery charges as an estimate. We will either refund or bill you for any difference in the shipping charges. Freight charges or Bus charges are always collect.