



FCCLA Order Form



FCCLA OFFICIAL SUPPLIER

PAYING BY PURCHASE ORDER

P.O. NUMBER: _____

Please Make Checks Payable To E Group, Inc.

BILLING INFORMATION: MUST BILL AND SHIP TO SCHOOL/BUSINESS ADDRESS IF USING A P.O.

SCHOOL/COMPANY NAME: _____

ADDRESS: _____

CITY: _____

STATE _____

ZIP _____

PHONE: _____

EMAIL _____

PAYING BY CREDIT CARD OR CHECK

BILLING ADDRESS: _____

SHIPPING ADDRESS (IF DIFFERENT FROM BILLING ADDRESS) _____

NAME: _____

NAME: _____

ADDRESS: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

CITY: _____

STATE: _____

ZIP: _____

VISA MASTERCARD AMEX CHECK ENCLOSED PHONE: _____

CREDIT CARD NUMBER: _____ SECURITY CODE: _____

EXPIRATION DATE: ____/____/____ SIGNATURE: _____
2 DIGIT MONTH/YEAR

CUSTOMER SERVICE CENTER:
1-877-246-2514
custserv05@egroupengage.com
Customer Service hours: M-F, 9-5 EST

QTY	ITEM NAME	SIZE	SKU / ITEM NUMBER	UNIT PRICE	EXTENDED TOTAL

SHIPPING TABLE

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Under \$25.00 per location add: \$7.50 2. \$25.00 – \$50.00 per location add: \$10.00 3. \$50.01 – \$100.00 per location add: \$15.00 4. \$100.01 – \$240.00 per location add: \$20.00 5. \$240.01 – \$500.00 per location add: \$25.00 6. Over \$500.00 per location – Multiply .06 to the SUBTOTAL amount. (ex. \$800 x .06 = \$48.00) | <ul style="list-style-type: none"> The shipping chart to the left is for ground shipments. Please contact customer service for Air or Expedited shipping charges. Please choose expedited shipping via drop down box on our website while placing online web orders. Alaska, Hawaii and other locations outside the continental U.S., please contact us for shipping charges. Please allow 48 hours for order processing even with expedited shipping requests. Shipping time begins 48 hours after you place your order. |
|--|--|

SUBTOTAL: _____

ADD APPLICABLE SALES TAX (MD & VA ONLY): _____

SHIPPING (SEE LEFT): _____

HANDLING: **\$5.00**

GRAND TOTAL: _____

ORDERING INFORMATION:

- ONLINE:** www.fcclastore.org
- BY FAX:** (301) 631-0108 (24 hours a day).
- BY MAIL:** FCCLA Store c/o E Group, P.O. Box 3851, Frederick, MD 21705

* NOTE: Pricing and product availability are subject to change. Check the FCCLA online store at www.fcclastore.org for the latest pricing, products, and availability.

PLEASE BE SURE ORDER FORM IS LEGIBLE AND COMPLETE!

For custom orders please contact 1-800-859-3958 ext. 114 or khenderson@egroupengage.com



GROUP

Tax ID Number: 54-1607039

PO Box 3851, Frederick, MD 21705 • Phone 877-246-2514 • Fax 301-631-0108

www.fcclastore.org

FCCLA Sales & Return Policy

Guarantee:

Your satisfaction is very important to us. All of our products are guaranteed to meet your approval. If you receive damaged or defective items, please let us know (see returns section below) and we will credit or replace at your discretion. If for any reason you are dissatisfied with our products, tell us right away, within 60 days of receipt, and we will readily accept your return.

Terms:

All orders are pre-paid by credit card or check, unless a school or business purchase order number is used. In that case, the order MUST bill AND ship to the school or business address with all administrative and/or accounts payable department information provided. If your school or business requires the issuance of a written PO in order to process payment, please include that document with your order.

Payments:

All orders are shipped FOB Frederick, MD 21701. Credit Card payments are accepted (VISA, MasterCard, and American Express) and encouraged at time of purchase. Checks may also be mailed in with your order, but there may be a delay in processing while the check clears. Please make all checks payable to E Group. For those accounts that qualify for Net 30 terms, payments must be postmarked by the 30th day from invoice date for terms to be met. Additional orders will not be shipped to accounts with a past due balance. A \$15 fee is assessed for returned checks. All funds must be drawn on a United States bank. No foreign checks please.

Discounts:

Discounts from standard prices are not available. Look at the close-out section of the web store for reduced price merchandise.

Freight:

Freight charges and a handling charge are added to your invoice. Standard freight method is UPS Ground Service. For expedited shipping please make your selection while placing your web order.

Claims:

If you receive a shipment where a carton has obvious damage (including box tears, punctures, or crushed areas), and you discover damaged goods within, please SAVE THE CARTON AND ALL PACKAGING MATERIALS. Contact us, and we will arrange for an inspection by the carrier. If there is hidden damage, please inform us immediately. See Damages section below.

Returns:

Please contact our Customer Service Center at 877 246-2514 or at custserv05@egroupengage.com to receive a Return Authorization (RA) number, which must accompany your return. The Return Authorization number must be clearly visible on the outside of the returning package. Returns without a valid Return Authorization (RA) number cannot be accepted, and will be refused. Unless the reason for the return is an error on our part, the customer must pay the shipping costs to return the product to our warehouse. Additionally, returns that are not a result of our error are subject to a restocking fee of 15%.

Please note: Personalized or engraved items may not be returned.

The following information must accompany all returns:

1. The Return Authorization (RA) number (Clearly visible on the outside of the package)
2. Your full name, address, and daytime phone number
3. The original Packing Slip
4. The reason for returning the merchandise
5. The replacement item(s) required (if any). These will be sent as a new order. Freight charges will apply.

Returns can be sent to:

43 East South Street
Frederick, MD 21701

Exchanges:

Unused, undamaged and salable items may be exchanged for the same item in a different size within 60 days of order date. Please follow the same procedures as requested under Returns section above. Customers are responsible for return freight charges involved in the exchange.

Damages:

Please notify Customer Service within 60 days of receiving damaged merchandise. Damaged or defective products will be replaced or refunded at no additional charge to the customer upon receipt of returned merchandise. Please follow the same procedures as requested under Returns section above.

Refunds:

We will gladly issue a refund on merchandise that is unused, undamaged and returned in original, saleable condition within 60 days of order date. Please follow the same procedures as requested under Returns section above.

Thank you for shopping at the FCCLA Store. We greatly appreciate your business!

For custom orders please contact 1-800-859-3958 ext. 114 or khenderson@egroupengage.com