

### Contacting Us and Placing Orders

- Customer Service hours are Monday – Friday 8-5pm CST
- Orders can be placed by phone at 972-822-6777, fax at 682-422-3363 or online at [www.conradcreative.com](http://www.conradcreative.com)
- We can be contacted by email at [info@conradcreative.com](mailto:info@conradcreative.com)

### Service

Conrad Creative is a firm believer in providing the best customer service and merchandise possible. Please inform us of any special requests or custom changes to your order. We want satisfied customers and need to know what makes you happy.

### Corporate Custom Basket Requirements and Details

- All company logos need to be sent to [info@conradcreative.com](mailto:info@conradcreative.com). We require a hi-res .eps or .pdf file. Conrad Creative offers customers the option to custom print logos on certain promotional products. It is the responsibility of the customer to confirm receipt with Conrad Creative.
- Please allow a minimum of 2 weeks for delivery for baskets containing custom promotional products.
- An electronic photo of the final product will be sent prior to production. Once written approval is received Conrad Creative will begin full production and delivery.
- If Conrad Creative is using promotional products that you already have please contact us at [info@conradcreative.com](mailto:info@conradcreative.com) to obtain a shipping address.

### Shipping and Delivery Information

- We ship Fedex (unless instructed otherwise) from Mansfield, Texas. Products are usually shipped within 48 hours. During holiday seasons orders can take up to 3 weeks.
- We do not accept COD orders.
- If merchandise needs to be delivered please let us know and we will use our best efforts to accommodate your request. Overnight, 2nd and 3rd day shipping are available at an additional cost.
- Merchandise containing chocolate will need cold packs for shipping and may require more shipping costs during the summer months.
- We offer free hand delivery on pre-paid orders totaling \$500 or more within a 25-mile radius of Mansfield, TX 76063. For additional hand delivery options please call 972-822-6777.
- We do not ship fragrances, aerosols, and alcohol based products via Express Delivery or to P.O. Boxes, military facilities or outside the continental U.S. Please contact customer service for options of shipping merchandise.

### Payment Methods

- We accept Visa, Mastercard, Discover and American Express.
- All orders must be prepaid. Customers may prepay with a credit card or check. If prepaid with a credit card the order will be shipped immediately. If prepaid with a check the order will be shipped as soon as payment is received and confirmed by Conrad Creative.
- There will be a \$50 charge for returned checks.
- Custom orders require a 50% deposit with the balance paid upon shipment of the order.

### Changes to your order

- If you need to make any changes to your order after you placed it, please call 972-822-6777 as soon as possible. Please note that your order may begin processing immediately after you place your order, and it may not be possible to make any changes.
- If you need to cancel your order, please call 972-822-6777. Some fees may apply. If the order has already shipped, the customer will be responsible for returning the merchandise and any fees associated with the return.

### Backorders

All backorders will be shipped as soon as possible. We will also contact you to make suggestions on a substitute item to insure a prompt delivery.

### Returns and Claims

- Customer service and satisfaction are a main priority. Any orders, that do not meet up to your standards, need to be reported in writing, within 5 days of receipt.
- Conrad Creative inspects all orders prior to shipping. Conrad Creative is responsible for manufacturing defects.
- Any claims for goods damaged in transit must be filed by the purchaser with the carrier.

### Sales Tax

All customers will be charged sales tax based on Texas and other applicable law. Be advised that some states require a tax on the delivery and/or gift wrap changes as well.

### Miscellaneous Information

- Products are subject to availability and substitutions will be offered.
- Basket options may be cancelled or discontinued without notice.
- Changes to orders already in production will result in a delayed shipment and additional fees.
- We protect the security of your personal information through the use of technical, administrative and physical information safeguards.

