



MONOGRAMMED HEIRLOOMS, LLC
1668 SE Ripplewood Avenue, Hillsboro, OR 97123

ORDERING INSTRUCTIONS

1. All orders are Credit Card or Company Check payments, with a 12% freight added while ordering (please allow 10 days for checks to clear).
2. **There is a 50% Non-Refundable Deposit for all custom orders.**
3. Embroidery charges are based on the size of the design, the complexity and the number of stitches it requires. If the monogram is large and very complicated, it will cost more than a smaller, less complicated design. There is a one time set-up charge for each design. This charge begins at approximately \$150.00. The cost of embroidery will be quoted at the same time. If you want to reorder the same design at a later date, there will only be a fee for the embroidery. This is for the customer who plans on ordering multiple items.
4. All orders are FOB; Portland, OR.
5. All orders are firm orders. Orders cannot be cancelled after being placed.
6. All mainland United States orders are shipped via FedEx Ground or UPS Ground. Any urgency in shipping the order will have to be paid by the customer.
7. Out of mainland deliveries (Hawaii, Puerto Rico and Alaska) are done via FedEx or UPS 2nd Day Air only. No US Parcel Post can be used.

I understand that all orders are custom-made for me and thus cannot be cancelled or changed after being placed. I also understand that if there is a defect with the order, Monogrammed Heirlooms, LLC will make an attempt to restore the item to my satisfaction. If the item is not repairable, Monogrammed Heirlooms, LLC will credit my account with the amount of the damaged goods. Monogrammed Heirlooms, LLC must be informed of all damages and/or defects within 1 week of receipt of order. All claims made after that period are NOT valid.

Signature: _____ Date: _____

Resale Number/Tax ID Number/Business License#: _____

Credit Card Information:

VISA ___ MC ___ Check ___ Amex ___

Name on card: _____

Billing Address: _____

Credit Card Number: _____ - _____ - _____ - _____

Expiration Date: ____/____ Security Code: _____

info@monogrammedheirlooms.com
All orders FOB Portland, OR * Phone: 503.639.5636 * Fax: 503.639.1001