MAIL US YOUR ORDER!
5566 West Chester Road
West Chester, OH 45069-2914

FAX US YOUR ORDER!
Fast, no-hassle ordering, 24 hours a day, toll-free! Print our online order form and fax it to 1-888-368-2255.

TOLL-FREE PHONE ORDERS:
Call 1-800-642-2112, 24 hours a day, 7 days a week.

ORDER ONLINE: Shop www.improvementsCatalog.com, 24 hours a day, 7 days a week.

ORDER QUESTIONS: ORDER QUESTIONS: Contact Customer Service at 1-800-642-2112 between 8 a.m. and 12 a.m., 7 days a week; or email us at: custserv@improvementsCatalog.com.

GIFT CERTIFICATES: We can send it directly to the recipient, or we can send it to you so you can present it personally. We'll include a current catalog, just call us at 1-800-642-2112 and tell us the amount you'd like to give, in any denomination.

PRICES & AVAILABILITY: Prices shown and availability are subject to change without notice. We cannot be responsible for typographical errors. Some discounts, and are subject to change without notice.

ORDER QUESTIONS: ORDER QUESTIONS: Contact Customer Service, 5566 West Chester Rd., West Chester, OH 45069-2914.

DELIVERY INFORMATION:
SHIPPING & DELIVERY:
We offer a variety of shipping options to meet your needs. Please choose the option that works best for you.

EXPRESS DELIVERY:
Place your order by 4:00 pm ET and it will be delivered within two business days! Order Monday, get it Wednesday! Add $14.99 to the regular Shipping Charge for delivery in continental U.S.

NEXT-BUSINESS-DAY DELIVERY SERVICE:
In continental U.S., add $24.99 to the regular Shipping Charge. Street address and zip code required; not for delivery to a P.O. Box or RFD address. Certain items cannot be shipped by air.

Orders over 25 lbs. require an additional charge for Express Delivery (2-Day or Next Day). Call for details.

WARRANTY INFORMATION: If you have questions about mfr. warranties, or would like a copy of a specific mfr.'s warranty, call 1-800-642-2112, or write to Improvements Customer Service, 5566 West Chester Rd., West Chester, OH 45069-2914.

SATISFACTION GUARANTEE
At Improvements, we’re committed to providing products that perform as promised. If you’re not happy with your purchase for any reason, let us know and we’ll make it right. Simply return it within 90 days and we’ll gladly replace it (provided the product is in stock) or refund your money (excluding S&H). The choice is yours. In addition, for up to a year from the date of purchase, you can exchange any item for the same product (provided it is in stock) or for a merchandise credit in the form of a gift certificate. Please note: Holiday merchandise returns will not be accepted after 30 days from the date of shipment. Any products that are monogrammed, customized, or made-to-order cannot be returned or exchanged unless damaged or defective.

### Shipping & Processing Charge
<table>
<thead>
<tr>
<th>PER SHIPPING ADDRESS:</th>
<th>ADD:</th>
<th>$24.99 or less</th>
<th>$7.95</th>
<th>$25.00-$49.99</th>
<th>$10.95</th>
<th>$50.00-$99.99</th>
<th>$14.95</th>
<th>$100.00-$149.99</th>
<th>$18.95</th>
<th>$150.00-$199.99</th>
<th>$21.95</th>
<th>$200.00-$299.99</th>
<th>$24.95</th>
<th>$300.00 or more</th>
<th>10% of merchandise total</th>
</tr>
</thead>
</table>

### Extra Shipping:
- For delivery to Arizona: Add sales tax (5.75% + your applicable local tax rate) computed on the “Merchant Total.”
- For delivery to California: Add sales tax (6.00% + your applicable local tax rate) computed on the “Merchant Total.”
- For delivery to Nevada: Add sales tax (7.80% + your applicable local tax rate) computed on the “Merchant Total.”
- For delivery to Texas: Add sales tax (6.25% + your applicable local tax rate) computed on the “Merchant Total.”

### Shipping & Processing Charge
See chart at left

### Express Delivery:
- Next Day: $24.99
- See details on this page

### Total Payment:
- For delivery to Florida: Add sales tax (6% + your applicable local tax rate) computed on the “Subtotal.”
- For delivery to Ohio: Add sales tax (5.75% + your applicable local tax rate) computed on the “Subtotal.”

### Mail Prepaid to:
If different than above, or “Billing Address” is a P.O. Box.

### Shipping & Processing Charge
PER SHIPPING ADDRESS:
- $24.99 or less
- $25.00-$49.99
- $50.00-$99.99
- $100.00-$149.99
- $150.00-$199.99
- $200.00-$299.99
- $300.00 or more

### Extra Shipping:
- Enter amount in parentheses following item’s price

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### TRUCK DELIVERY:
This item is available to ship only to addresses in the contiguous 48 states. This item requires truck delivery service; your item will arrive in approximately 2-3 weeks from the shipping date. The delivery agent will call in advance to schedule the appointment. Deliveries are made Monday-Friday between 8am-5pm with a 4-hour delivery window. Through-The-Door deliveries are placed inside the first floor doorway, garage or covered area. Delivered item is NOT unpacked.

### MAILING PREFERENCE SERVICE:
We occasionally make our customer list and purchase information (but not your email address, phone number, or credit card info) available to other high-quality retailers whose offerings may be of interest to you. If you would prefer not to receive these postal mailings, please let us know.

Our entire Privacy Policy can be found online at www.improvementsCatalog.com/full-privacy/content

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<table>
<thead>
<tr>
<th>ORDERED BY:</th>
<th>(Please print)</th>
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<tbody>
<tr>
<td>Name</td>
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<tr>
<td>Address</td>
<td></td>
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<tr>
<td>City</td>
<td>State</td>
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<tr>
<td>Please include your phone number &amp; email address in case we have a question.</td>
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<tr>
<td>Daytime Phone</td>
<td>Email</td>
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<tr>
<td>Email</td>
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</tbody>
</table>

Please include the key code appearing in the green box on the catalog back cover

<table>
<thead>
<tr>
<th>SHIP TO:</th>
<th>(If different than above, or “BILLING ADDRESS” is a P.O. Box.)</th>
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<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
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### ORDER NOTES:
- Any products that are monogrammed, customized, or made-to-order cannot be returned or exchanged unless damaged or defective.
- Restrictions apply.
- Warranty Information: If you have questions about mfr. warranties, or would like a copy of a specific mfr.’s warranty, call 1-800-642-2112, or write to Improvements Customer Service, 5566 West Chester Rd., West Chester, OH 45069-2914.
- Delivery Information: STANDARD DELIVERY: We ship via UPS Ground or USPS. FOB Shipping Point.
- Express Two-Day Service: Place your order by 4:00 pm ET and it will be delivered within two business days! Order Monday, get it Wednesday! Add $14.99 to the regular Shipping Charge for delivery in continental U.S.
- Next-Business-Day Delivery Service: In continental U.S., add $24.99 to the regular Shipping Charge. Street address and zip code required; not for delivery to a P.O. Box or RFD address. Certain items cannot be shipped by air.
- Orders over 25 lbs. require an additional charge for Express Delivery (2-Day or Next Day). Call for details.
- Denotes items weighing over 25 lbs.
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- Delivery Information:
- Standard Delivery: We ship via UPS Ground or USPS. FOB Shipping Point.
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