

POLICIES**Package Weight:**

Maximum allowable package weight is 30 pounds (480 ounces) per DOM. This weight limit includes merchandise, packing material and packaging (tare weight). In order to assure that your order does not exceed this limitation, the maximum amount is 464 ounces of product. This allows us to use 16 ounces for all packing materials. Orders that exceed this limitation will be adjusted and the difference, if any, will be refunded.

Order Deadline:

Orders paid with a personal check must be received seven to ten business days prior to the end of the quarter. Orders that are not received within the required time frame will not be shipped within the quarter.

Ways to Order:

1. **Phone Orders:**
Call our Toll Free Number **1 (866) 368-2275** and one of our friendly Customer Service Representatives will assist you. Our business hours are Monday-Friday from 8:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 4:00 p.m. Pacific Standard Time.
2. **Mail Orders:**
Orders can also be mailed to:
Packages R Us QP, Inc. 449 W. Foothill Blvd., #426, Glendora, CA 91741. Please make your payment payable to **Packages R Us QP, Inc.** and **include the CDCR#** on the payment.
3. **Fax Orders:**
You may also fax in your order to **1 (844) 709-5337**. Please include your daytime phone number and an email address in the event that we may need to contact you.
4. **On-line Orders:**
Orders may be placed 24 hours a day, 7 days a week by visiting us at www.packagesrusqp.com

Payment Methods:

1. **Cards:** Visa, MasterCard, Discover Debit/Credit cards, ATM and Pre-paid Cards that bear the Visa or MasterCard logos and PayPal are acceptable payment methods. **New Customers:** New customers placing an order and paying with a credit/debit card or pre-paid card (activated), may be required to submit a copy of a valid form of (government issued) identification such as ID/DL, Passport, military ID etc. to verify identity. You can email through text (Please include CDCR# on the order) to support@packagesrusqp.com or fax to 1(844)709-5337 (**upon request**).
2. **PayPal:** **PayPal is accepted as payment. This can be done online instantly by logging in and paying through your account, or, checking out as a guest by using your credit card.**
3. **Money orders** must be drawn from a US bank and **inmate's CDCR# must be present** on the money order. Please include purchaser's name, address and phone number.
4. **Personal Checks:** All orders paid with a personal check will not be shipped until the check has cleared our bank.
5. **Institution checks** are accepted as payment. The State of California requires all Payments made by institution checks are to include the I.W.F. (Inmate Welfare Fund) fee which is 10% of the amount requested to be withdrawn.

Shipping and Handling:

Shipping and Handling charges are six dollars and ninety five cents (\$6.95) for California and Arizona institution orders. If a package needs to be re-shipped due to a customer/recipient error, a re-shipping fee of \$13.90 will be charged. An error by Packages R US QP, Inc. will not incur additional shipping charges to the customer. Any additional fees are required to be paid prior to re-shipping of the order. **Shipping Charges are not refundable.**

Sales Tax:

All taxable items have been factored to include sales tax. It is the responsibility of Packages R Us QP, Inc. to report and pay all sales tax to the State of California Board of Equalization.

Return Policy:

If an item is found to be defective upon receipt and is returned to us within 30 days, not engraved, it shall be replaced, if permitted by the institution at no charge. The original box, packing materials and all included accessories are required for all returns. We have provided R&R with prepaid return labels for damaged products. **Engraved, used or damaged items cannot be returned for exchange or refund.** Please note that hot sealing wax often voids the warranty offered by most manufacturers as it significantly inhibits their ability to repair it.

- Please have an **R&R officer** sign the packing list indicating defective/missing or wrong items. Return the product along with the signed copy of the packing list to **Packages R Us QP, Inc. 449 W. Foothill Blvd. St #426, Glendora, CA 91741, and ask the R&R officer to call and report the problem. Please return any damaged/defective items (unused), or, report missing items, with a signed statement from the issuing property officer stating that you have permission to receive a replacement item at the time of issuance (or request a credit/refund once item is received returned). Once permission is obtained a replacement will be sent. Items ordered by the customer are their responsibility for compatibility to the Institution's operating guidelines (DOM) and Wardens rules. Please familiarize yourself with your institution's policies. If an item is returned**

other than damaged or defective, the paying customer will be responsible for return shipping fees which will be deducted from any refunds. Shipping fees for replacement items will be charged to the customer.

Refused/ Returned Packages:

We are not responsible for refused or returned packages. If the package is returned because the recipient has lost their privilege or is unauthorized to receive the package and **a refund is requested**, it will be considered a cancellation and a 10% fee will be charged besides the shipping fees.

Order Cancellation:

If an order is cancelled at any point of time, a **10%** cancellation fee will be applied. **(If the package has been returned, shipping fees will be deducted in addition to cancellation fee)**

Returned Checks:

There will be a \$35.00 fee for all returned checks plus any additional collection costs.

Refunds:

Back orders are not permitted. Substitutions are not permitted unless indicated on the order form (**alternate choice**).

We will make every effort to ship your package complete. In the event that an item is out of stock/ not allowed, a refund (or a credit code which **NEVER EXPIRES to be used towards future orders**) will be issued to the purchaser upon request as indicated on the order form. All refunds will be processed within 30 days after the order or item has been returned.

Refunds will be issued to the payer through original form of payment.

We reserve the right to refuse service to anyone, and/or due to erroneous information provided by the customer or inmate. Packages R Us QP, Inc. reserves the right to substitute same products that may have been changed by the manufacturer in size, weight, and/or packaging. We are not responsible for products that may have been discontinued by the manufacturer. We reserve the right to make any necessary changes for information printed incorrectly. All prices are guaranteed for a minimum of 12 months. Offers are subject to change. **Specials are subject to "while supply lasts"**. "Packages R Us qp, Inc. warrants to you, the end customer, any products purchased through Packages R Us QP, Inc. shall be free from defect and workmanship at the time of purchase. The end-customer agrees by purchasing from Packages R Us QP, Inc., he/she will be limited to his/her recovery in the amount of the product which was purchased.

The end-customer agrees to mediate any disputes or claims arising between them out of any purchase before reverting to court action. Mediation fees shall be divided equally. The end customer agrees that any and all matters must be adjudicated in Los Angeles County State of California jurisdiction."

The CDCR shall not be a party in any dispute between the vendor or purchaser.

Upon purchase of any AP music or custom CDs you're automatically appointing Packages R Us QP, Inc. and Audio Print as your music agent.

When returning Clear Tech products for repair after the initial 30 days, please send to:

Clear Tech Returns
129 31st St.
Brooklyn, NY 11232

Please include: Copy of invoice, CDCR#, Name, Institution, Unit and Cell# and serial #.

When returning Mohu products for repair after the initial 30 days, please send to:

Mohu
Attn: Return Department
1052 E. Whitaker Mill Rd.
Suite 175
Raleigh, NC 27604

Please include: Copy of invoice, CDCR#, Name, Institution, Unit and Cell# and serial #.