We Do Everything Games!

DeLano Service / A Division Of EPI Marketing Services

5350 W. Dickman Rd. Battle Creek, MI 49037 1-800-233-5266 info@delanoservice.com www.delanoservice.com

Warehousing and Fulfillment

DeLano Service is pleased to offer complete warehousing and fulfillment to our customers. Please call **1-800-233-5266** *for pricing.*

Order Fulfillment

Customers will send orders to DeLano Service for shipment to their customers. These orders are to include:

- Items and quantities to be shipped
- Name, Address and Phone Number of the customer receiving the shipment
- Purchase Order Number (if applicable)
- Any Special Shipping Instructions

Orders to DeLano may be faxed or e-mailed.

Shipping

DeLano will ship games ordered per instructions provided by customer or its customers. Shipping will be completed no later than three working days from receipt of the order. UPS orders will ship within 2 business days, truck orders within 3 business days. DeLano will send completed shipping confirmation to customer, per customer's requirement. Customers required to transmit shipping information to their customers thru E.D.I. will also receive an e-mail with the necessary information.

Returns

DeLano will receive returns from end users. DeLano will inspect merchandise and put back into inventory. A returned goods report will be filled out listing items returned, quantity received and condition of product. We will advise customer within 24 hours of receipt of the return. Rework to return product to saleable condition will be at customer's expense.

Payment Terms

- Payment for services is due upon receipt.
- When pricing is provided, it will include standard services only. Any special requests not covered by the pricing categories that result in labor and/or other expense to DeLano Service will be subject to special charges, estimated for the customer at the time of the request.
- DeLano reserves the right to **not** ship product if the account is past due.
- DeLano reserves the right to liquidate product to satisfy unpaid balances 60 days past due.
- Prices subject to change without notice.