

Payment Policy

Order your merchandise in one of three ways:

- Log onto **haskinsinc.com**, our highly secure web-site.
- Email the order to **sales@haskinsinc.com**
- Fax the order to (706) 733-0702. (*Note: Faxed orders will require payment before shipment will occur.)

The Haskins Company accepts VISA, Master Card and American Express. We ship only within the continental US. Most orders are shipped UPS ground from our Augusta, GA warehouse. (We currently do not ship to Canada.) If the item is in stock, it will be shipped immediately. **(Orders placed on a Saturday, Sunday or Holiday will not ship until the following Business Day. Orders placed on weekdays before 12:00 Noon, Eastern Standard Time, will ship the same day, if in stock. All other orders will ship the following business day. All non-stock items, large items or orders may require additional processing time. In this case, we cannot always guarantee deliveries by a specific date. So we urge you to contact us prior to placing an order, should you need the item(s) by a specific date.)** We try to indicate when products are not in stock, but occasionally stock may be depleted before your order can be processed. In this event, we will try to inform you of the back order status, estimate the shipping date and give you the chance to rescind your order.

****UPS delivery days exclude weekends and major holidays.***

Estimated shipping days given over the phone or via UPS maps are from time of shipment, not time of order.

Shipping Policy

Any damaged shipment must be reported immediately to our customer service department at 1-888-226-1776. (Claims 30 days after delivery cannot be processed.)*

Also, any problems with shipping, damage or delivery failure must be reported immediately in order to put a claim in with the shipping company.

This means upon arrival of the product or within several days of a failed delivery. If you are concerned about a delivery or possible damage please call our service department at 1-888-226-1776. The customer is responsible for tracking the package through the UPS code, checking on their order through their HTX online account and calling customer service to alert us to a possible failed delivery. **(Claims after 30 days cannot be processed.)***

Privacy Policy

When you shop on-line at **haskinsinc.com**, you are shopping on a highly secure site. The Haskins Company is "anti-spam" and will not use unethical promotional methods.

Your credit card number is only sent via secure encrypted connections, and we do not store customer data where it can be accessed via the Internet. Also, your **customer data is considered private and will not be sold or shared** with any outside interests.

Returns Policy

The Haskins Company will grant full refunds (excluding shipping and handling) for products returned within 30 days after the purchase date. The product must be **unopened and in perfect condition. You (the consumer) are responsible for return shipping and handling costs.**

If the product has been opened and/or used, a 15-25% restocking fee will apply. The percentage charged is dependent upon the product and the condition. If an item is returned or exchanged, you (the consumer) are responsible for the return shipping and handling charges.

Once a product has been assembled or installed, absolutely no refunds or exchanges are permitted (if a product is

defective, see "Product Warranties"). Custom-designed orders (i.e. custom prints) cannot be returned.

Product Warranties

All of the items available on our web site are covered under a manufacturer's warranty. If you have questions regarding the warranty associated with any product, please check the product descriptions or call our customer service department at 1-888-226-1776.

If you have questions about the warranty for any product purchased from The Haskins Company, please contact our customer service department at 1-888-226-1776.

If there are any defects with the product you have ordered from The Haskins Company, please contact us **immediately**. Claims after 30 days from purchase cannot be processed unless they fall under the manufacturer's warranty, in which case the manufacturer will need to be contacted.

Large Orders

The Haskins Company is happy to work with our customers to fill large orders.

However, due to the large demand on certain items, in stock quantities and/or manufacturer delays large orders of **one** product may take 2 weeks or more to process.

Please plan ahead and request a large order at a minimum of 2 weeks in advance.

If items are in stock they will be shipped or set aside (at the time of payment). If the items are not in stock an order to the manufacturer can be placed and an estimate for shipping can be given to you once we have all your (shipping/address/quantity requested) information.

Purchase Orders

The Haskins Company will accept purchase orders but prepayment is required before the order is shipped. The order needs to be placed via phone, fax, or email.

Once the order is received and entered, an invoice will be faxed to the customer with the order details. Then as soon as payment is received from the customer, the order will be shipped. If the customer is paying by check, 5-7 days is required for the check to clear first.