**P.O.L.E. DISCLAIMER**

**Please Read Before Placing Your Order!**

* **COST-EFFICIENT PRODUCTS** – Because P.O.L.E. has a goal to be most cost-efficient, you will not find low quality jewelry, or redundant outdated gift selections in our catalog. See PPS Section for specific special gift requests.
* **GIFT CONFIRMATION** - Include SASE or $1.00 for printed confirmation letter, that will provide you with Tracking / Order Number and anticipated date of delivery!
* Add $3.00 Signature Required Service to avoid unattended packages. REQUIRED for all gifts card, personalized, and orders delivered to businesses. P.O.L.E. is responsible for orders with this service.
* **QUICK SHIPPING** - ***Orders are processed as received***. Orders are not held for shipping for a later date; however, we will place a creative note on outside of the gift package to instruct recipient to open on a special occasion or later time, ***if requested***! P.O.L.E. and the carrier service provider **does not** contact gift recipients prior to package delivery. Give Tracking Number provided in customer confirmation to recipient or another individual on the outside to track your gift for you.
* **BE PROACTIVE** - Our goal is for the gifts you send to reach your loved ones quickly and punctualfor special occasions. P.O.L.E. processes gift orders within 48 hours from receipt, but we ask that you allow two (2) weeks from the date your order is received for your gift to reach its destination. ***Please allow adequate time for payment processing on your end, mailing of your order to P.O.L.E., processing of your gift order, and shipping transit time to your loved one's destination)***
* **AVOID DELAYS or DISCARDED ORDERS:**
* **PRINT** **CLEARLY** and complete the entire order form for accurate processing, including phone numbers and emails of recipient, **USE A SEPARATE PAPER IS NEEDED!**
* Illegible handwriting will be returned for clarification\*
* Calculate your order correctly and include accurate payment. Inaccurate orders will be returned\*
* All orders require a 2nd choice in case the 1st choice is discontinued or backordered. (Especially during holiday season) If 2nd choice is not completed, and 1st choice is not available, your funds will be returned to you\*
* Payment methods: debit/credit (Visa, Master, AMEX), facility check, money order. NO PERSONAL CHECKS. Individuals from the outside will need to make an email request to pay on your behalf with a card method.
* Any order placed without payment will be discarded.
* Shipping is within the United States **ONLY.**
* **Exceptional Service**: We are honored to serve our customers. Catalog requests, order status, requests to pay with debit or credit card, etc.… Once order and payment are processed, it **cannot** be altered or canceled. **No refunds, exchanges, returns, or credits on any completed gift order.** P.O.L.E. is not responsible for incorrect, incomplete, or illegible address, or unclaimed packages. Reshipping requires additional fees.
* Issues with received gift must be reported within 7 business days via email, ***NO EXCEPTIONS***
* We **DO NOT** fulfill any inquiry/order involving any lewd, sexually suggestive, or pornographic nature.
* P.O.L.E. is **not liable** for any facility rejections.
* \*All refunds will be charged a **$15 return fee**, and the remaining funds will be issued through JPAY or Money order to the facility. **ALL SALES ARE FINAL**

**CONTACT: emails2pole@gmaill.com (response within 24 hours) or send request and SASE to P.O. BOX 47013 Jacksonville, FL 32247**