



MAIL ORDER INSTRUCTIONS

INSTRUCTIONS

Please print legibly and complete all applicable fields to avoid delays. If you provide us with a valid e-mail address, we will send order status updates to that address.

Please enter the item number and desired quantity in the appropriate columns. In addition, if you are reordering an existing custom pattern, please enter its pattern ID in the appropriate column so that we can be sure you receive the correct pattern.

If your order includes new custom pattern products, please enclose the media with your order. Digital media files should be stored on a CD or 3.5" 1.44mb diskette. Acceptable media for each type of custom pattern product are listed in that product's description. If your order includes multiple new custom patterns, please also enclose a note explaining which media item should be used for each product. You may use our Media Identification form for this purpose, if desired.

All submitted media will be returned with your completed order. We are not responsible for lost, misdirected, or damaged mail.

Please mail your order to:

Digi-Source
1360 Blue Ridge Overlook
Dawsonville, GA 30534-8012

ORDERING POLICIES

A complete set of policies is available as a PDF document. To obtain a copy, please visit our website at <http://www.digi-source.net> or contact the customer service department at service@digi-source.net.

Payment methods and terms for orders placed by mail

We accept the following payment methods for transactions conducted by mail: personal check, business check, cashier's check, money order, or PayPal.

If paying by check or money order, please make it payable to **Charles Pollman**. Please note that any order paid by personal check, business check, or money order will be held until the payment clears, usually about ten (10) business days. Customers whose checks are returned unpaid — for reasons including, but not limited to, insufficient funds — will be charged a \$35.00 handling fee per returned check or money order in addition to any other amounts due. All orders must be paid in full at the time of placement.

If paying via PayPal, please enter your PayPal account ID (e-mail address) in the space provided. We will bill your PayPal account once we receive your order. PayPal payments are due at the time we issue the invoice. In the event we are unable to process your payment through PayPal, we will ask you to submit your payment by check or money order.

Orders will be held until we receive full payment. Sorry, we do not ship C.O.D.

If you require alternate payment arrangements, please contact the sales department at sales@digi-source.net to discuss your needs.

How we calculate sales tax

We are required to collect a 7% sales tax for all orders delivered within the state of Georgia. State law requires us to charge this tax on the full amount of the order, including shipping and handling charges. We do not collect sales tax for orders delivered outside the state of Georgia.

Shipping methods and terms for all orders

We charge a flat rate of \$5.00 per order for shipping and handling. All orders are shipped via USPS Priority Mail. Delivery is available to all United States addresses, including Post Office boxes and military addresses. **We do not ship to foreign addresses at this time.**

Most orders will be shipped within five business days of receipt (twelve business days for orders paid by check or money order) and require an additional 2-3 business days for delivery. Please note some orders may experience considerable delays during fulfillment and/or shipping.

If you require alternate shipping arrangements or have not received an order within ten business days of its shipping date, please contact the sales department at sales@digi-source.net to discuss the matter. Please note that alternate shipping arrangements may be subject to additional shipping and handling charges.

Satisfaction guarantee

We want you to be satisfied with your order! If you are not completely satisfied, you may return your order within 30 days of receipt for a prompt refund or replacement. Please see our returns policy for details.

Price changes

Any price, specification, or special offer featured on our website or in our publications is subject to change without notice. Sales and special offers may be withdrawn at any time.

Notice regarding copyrights

Your Media

In compliance with applicable laws, Digi-Source cannot and will not knowingly accept copyrighted media for use in any production — including, but not limited to, custom cross-stitch patterns — without either (1) proof of copyright ownership by the customer, or (2) express written consent from the copyright holder to use the media for such purposes.

Please note that it is the customer's responsibility to obtain from the copyright holder any and all permissions necessary to authorize Digi-Source to reproduce copyrighted media. You are responsible for all expenses incurred as a result of such efforts. Digi-Source's sole responsibility shall be to verify with the customer that the customer has obtained such permissions.

We will make every effort to address copyright concerns promptly. However, please note that orders may be delayed as a result of this process.

Indemnity Clause

By submitting any type of media to us, you are representing and warranting that you have the proper authority to authorize us to reproduce that media in accordance with the terms agreed upon between you and Digi-Source, and that you are in fact authorizing us to do so. Further, you agree to hold harmless Digi-Source and its affiliates and representatives from and against all claims, liabilities, and expenses (including attorney's fees) arising out of or related to any actual or alleged infringement or misappropriation of any trademark, copyright, or any other proprietary right of such media.

Digi-Source Products

All products produced by Digi-Source are protected by copyright law and must not be reproduced without our express written consent, except for reproductions of patterns made exclusively for personal use. Additional copies of Digi-Source products are available and may be ordered directly from us.

The stitcheries you create using our pattern products are subject to the following restrictions:

- You may create unlimited quantities of actual stitcheries, whether for personal or commercial use; *and*
- You must not include the pattern itself — including related materials — with any stitchery you distribute.

If you have any further questions regarding copyright issues, please contact the customer service department at service@digi-source.net.

