

## 5 EASY WAYS TO ORDER

### Online!

Shop online for 24 hours a day, 7 days a week.

### By Mail!

Complete the online order form. Fill in your Priority Code Number found on the back cover of your catalog. Have the order authorized by your principal or faculty advisor. If you are using a purchase order, be sure to include the following: 1) Order form with complete item information and 2) Complete and correct contact name, phone number and e-mail address. Send your completed order form and payment information to: **P.O. Box 64784, St. Paul, MN 55164.**

### By Phone!

Call us at **1-800-328-5393**. Complete the order form and have it ready when you call to place your order. To avoid duplicate orders, **DO NOT MAIL OR FAX THE FORM IF YOU PHONE IN YOUR ORDER.** If your school requires that a purchase order be sent for phone orders, the purchase order must be marked in large, bold letters CONFIRMATION OF PHONE ORDER--DO NOT DUPLICATE. Phone orders placed by students must be authorized by the principal or a faculty member at the time the order is placed.

### By Fax!

Complete the order form. Fax to **1-800-964-0297**. To avoid duplication, **DO NOT MAIL THE FORM IF YOU FAX YOUR ORDER.**

### By E-mail!

Step 1: Complete the order form using blue or black ink. Step 2: Scan the order form and Purchase Order (if applicable). Step 3: Save the order form as an attachment. Step 4: Send the order form and PO as attachments to **orders@promnite.com**.

## PAYMENT

Payment is due 30 days from date of invoice. A finance charge of 1 1/2% (18% annual rate) will be added to past due balances. Credit balances not claimed or used within 90 days of invoicing become the property of Prom Nite. There will be a minimum service charge of \$15 applied to returned checks (based on regulations of the state the check is drawn on).

## INFORMATION AND PRICES

Merchandise ordered from outdated catalogs will be invoiced at current prices. We make every effort to ensure that all information in our catalog and on our website is correct at the time of publication. Occasionally, however, a typographical error may occur. While we try to portray our merchandise as accurately as possible, colors may vary slightly due to the printing process. We reserve the right to change prices at any time. Visit **promnite.com** or give us a call for up-to-date price information.

## DELIVERY

Open and inspect all merchandise as soon as it arrives. Immediately report any shortages or items that have been damaged in shipping to our Customer Care Center toll-free at **1-800-328-5393**.

## RETURNS

Merchandise must be returned within 30 days of receipt of order. Only unused and unopened merchandise with its original packaging and accessories will be accepted. All returns are subject to a minimum 15% restocking fee. When ordering, we encourage you to estimate your needs as closely as possible. Due to health concerns, costumes, headwear, and food items cannot be returned. Other non-returnable items include: glow products and seasonal items. All closeout sales are final and cannot be returned. NOTE: Returned shipping is the responsibility of the sender.

## CUSTOMER SERVICE

Please call our Customer Care Center at toll-free **1-800-328-5393** with any questions you have regarding the products featured in our catalog or on our website.

**Free shipping!**  
ON EVERYTHING. every day. no exceptions.

**FREE SAME DAY SHIPPING is valid only on ground shipping for orders delivered to the 48 adjacent United States.** Charges for shipments outside this area or for upgraded shipping will be billed on the invoice. Customer is responsible for tax and duty charges for shipments outside the United States that are subject to these charges. Extra shipping charges may also be applied for residential delivery, increased fuel service charges, and remote area surcharges in accordance with UPS ground service standard rate premiums. Please call us for information or questions regarding free shipping or shipping charges.

**in-stock ships Same Day**  
WHEN YOU ORDER BY 2PM, EST.

If the items in your order are in stock, we will ship them **THE SAME DAY** when you order by 2:00 pm, EST. We strive to keep all products in stock in season. Backorders will be accepted on some products that are out of stock, and we will work to get these items produced and shipped as soon as possible. If you have questions regarding expected ship dates for out-of-stock items, please call us.

We will gladly ship to APO/FPO addresses. However, due to the regulations imposed by shipping carriers, we are not able to ship our wire structures to these addresses. Orders are shipped via UPS ground service whenever possible; large orders may be sent by truck. UPS can reach most delivery points in the 48 adjoining United States within one to two weeks; truck shipments may take two to three weeks. If your order must be sent via air to meet your event date, you will be billed on the invoice.

**Only @ promnite**

We offer an **EXCLUSIVE** selection of products you won't find anywhere else.

*We want you to be thrilled with your experience.*

*If you are not 100% satisfied with our products or service, please give us a call and let us know. We will do whatever it takes to make it right.*