

SHIPPING

1. Please give a street address and a mailing address if they are different.
2. Please allow us 6 working days to fill your order from the time we receive it. We make every effort to fill orders within 48 hours.
3. Please see "Shipping Charges" chart at right to determine correct shipping total.
4. Orders sent Next Day Air; or via UPS/FedEx to Alaska, Hawaii, or Canada must be paid by Visa or MasterCard. The shipping charge will be based on the weight of the package. A \$3.00 handling charge will be added.
5. Outside the UPS/FedEx shipping area, orders over \$50 must be paid by Visa or MasterCard. We will ship by the cheapest air method available. A \$1.00 handling charge will be added.
6. We ship patterns, but no fabric or notions to Europe, Australia/New Zealand. We are sorry that we are unable to ship to Asia, Africa or South America at this time. See SHIPPING COSTS for OVERSEAS PATTERNS, at right.

ORDERING

- If you have questions please call (541) 689-3292 between 10:00 & 4:00 Pacific Time, Monday through Thursday. You may also place an order at this number if you prefer human assistance.
- Orders may be placed via our Answering Machine or FAX 24 hours a day, any day, and will be processed the following working day. Call (800) 767-5684.
- We take e-mail orders, however, we always prefer that our customers call in, or fax their first order so that we can get your credit card # with some security. After the first order you may e-mail your order & indicate that we should "use the credit card number on file"
- Prices subject to change without notice.
- Please make check or money order payable to The Green Pepper, Inc. We cannot be responsible for cash.
- NSF checks are automatically forwarded to Check Rite. Reimbursement is payable to Check Rite and must include assessed fees.
- Visa or MasterCard will be accepted.
- When ordering from Canada, please make check or money order "payable in U.S. Dollars."
- You may include a second color choice on your order in case your first choice is out of stock.

HOLIDAYS

The Green Pepper staff will not be available the week prior to Memorial Day, Thanksgiving weekend, Christmas Eve through New Years Day, and all Postal Holidays: Martin Luther King Day, Presidents Day, Memorial Day, July 4th, Labor Day, Columbus Day and Veterans Day. You may place an order by answering machine, e-mail, or FAX on these days.

SHIPPING CHARGES

Please include both street address and postal address.
 ZONE 1 = AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY
 ZONE 2 = All other states and APO'S

Invoice Amount	Zone 1	Zone 2	Canada
\$0-10	\$5.25	\$5.25	\$6.25
\$10-25	\$7.50	\$8.95	\$11.00
\$25-50	\$9.95	\$10.50	\$21.00
\$50-75	\$10.95	\$12.50	\$24.00
\$75-100	\$13.95	\$14.50	\$28.00
\$100-500	Cost varies – pay by credit card		
Approximate working days in transit (excluding holidays & week-ends):			
	2 to 3	3 to 5	3 to 10

Large orders and bulky items such as fleece and insulations may have an additional charge. Payment must be by credit card for these items.

SHIPPING COSTS—PATTERNS ONLY

- USA:** 1 pattern \$3.25
 2-3 patterns \$5.25
 4-6 patterns \$8.95
 7-15 patterns \$10.50

Canada: Add \$1 (US Funds)

SHIPPING COSTS—OVERSEAS PATTERNS

3 Pattern Maximum per order
Shipping cost for 1-3 patterns is \$13.50

We ship patterns only (no fabric or hardware) to Europe and Australia/New Zealand. We are sorry that we are unable to ship to Asia, Africa or South America at this time. For pattern orders from Europe and Australia/New Zealand, please include your e-mail address. You may fax, mail, or call in your order with VISA or MasterCard payment information.

GUARANTEE

Please open your package immediately!
We cannot accept returns or exchanges more than 30 days after the shipping date.

The Green Pepper stands behind all of its products and guarantees quality and performance. If, for any reason, you are not totally satisfied with your order, return the merchandise in its original condition and we will gladly exchange it or refund your money.