

MOORE'S FARM TOYS 3695 RAIDERS RD.	ORDERING INFORMATION: PRICES EFFECTIVE 6-1-2015 and Subject to change.
DRESDEN, OHIO 43821	HOURS – 9:00 am – 5:00 pm (EST)
740-754-6248 fax: 740-754-1550	MONDAY – FRIDAY Saturday by appointment.
Email: farmtoys@sbcglobal.net	www.mooresfarmtoys.com

SHIPPING IN THE UNITED STATES:

We ship by UPS or US mail. The minimum cost for up to a **1 pound package** is \$8.50 by mail & \$17.00 by UPS. Shipping costs are based on weight, size and destination of package. They also include delivery confirmation fees. Anything over 1 pound will be actual shipping costs, insurance fees & delivery confirmation fees plus a handling fee of \$1.50. Depending on what is ordered, will determine how it will be shipped. PLEASE CALL US BEFORE ORDERING FOR EXACT SHIPPING.

If ordering with check or money order, please call us for shipping costs prior to ordering. You may also contact us if ordering by credit card to get accurate shipping charge.

Next Day, second day & third day UPS service is available, please call for prices and if available on items you are ordering.

CUSTOM ORDERS SHIPPING CHARGES ARE RANGING FROM \$20.00 TO \$30.00 AS THESE ITEMS ARE SPECIAL PACKAGED ITEMS AND REQUIRE SPECIAL HANDLING AND EXTRA INSURANCE. Please note that all custom orders will only be shipped by UPS.

INTERNATIONAL ORDERS:

We do accept international orders and all prices are in US dollars. Orders must be made by credit card or money orders in US funds. All orders are shipped by US International Priority Mail with a delivery time of 10-15 business days. Shipping costs are based on weight and size of package and do require additional insurance fees. Please note that we do not ship to all countries. Please contact us by email with items numbers, quantities and your shipping information prior to ordering so we can get you a shipping quote.

Note: Item price and shipping charges do not include any duty or tax which may be charged upon arrival. Tax & duty are the buyer's responsibility. These charges are normally collected at the time of delivery and should not be confused as our additional shipping charges. Also the merchandise will not be marked below value or as "gifts" - US and International regulations prohibit such behavior.

ACCEPTED FORMS OF PAYMENT:

Credit/debit card (Discover, MasterCard, Visa) Money Order (US funds only), Personal Check (US funds Only). PAYPAL can only be accepted at farmtoys@sbcglobal.net. All prices are shown in US dollar amounts and must be paid in US funds. All checks and money orders should be made out to **MOORE'S FARM TOYS** and orders will be held until check has cleared your account. We do not accept PayPal or checks over the phone.

HOW TO ORDER:

PHONE: Call us at 740-754-6248 during our normal business hours. Have the item part number and credit card information available

FAX: Fax number is 740-754-1550 available 24 hours. Print both pages of order form for faxing.

MAIL: Print and complete both pages of order form and mail along with payment to Moore's Farm Toys 3685 Raiders Rd, Dresden, Ohio 43821. Please call first for shipping costs.

E-MAIL: Send to farmtoys@sbcglobal.net with all information. You may call with credit card information if not comfortable emailing it. You can also still send check or money order but payment must be received within 7 days of order confirmation otherwise it will be cancelled.

RETURN POLICY:

You must contact us within 10 days of the date you receive the item. The item can be returned for full credit as long as it is in the original, saleable condition and includes original packaging (no open bubble packaging). You must contact us by phone or email to receive authorization. Return freight fees are the responsibility of the customer and item(s) must be returned within 10 days of authorization. SORRY BUT CUSTOM MADE ITEMS ARE NOT RETURNABLE.

DEFECTIVE TOYS OR ORDER ERRORS:

You must contact us within 10 days of the date you receive the item for further instructions. We will not accept returns of damaged, defective of toys received in error without prior authorization. Defective toys must have their original packaging and be returned with original packaging. No claims will be accepted after 15 days.

SHIPPING & DELIVERY TIME in U.S.:

In stock orders paid with credit/ debit card are usually shipped within 1-3 business days. Orders paid by check or money order are shipped within 10-12 business days to allow for checks to clear. UPS & Parcel post mail delivery time is 2-7 business days, depending on destination. Also note that we are not responsible for delays due to weather or caused by carrier. Please allow 4-9 weeks for all custom orders. We will e-mail or call you the day they ship with tracking information.

***PLEASE NOTE THAT WE WILL NOT BACK ORDER OUT OF STOCK ITEMS.**

***CUSTOM ORDERS SHOULD BE ORDERED BY PHONE OR EMAIL SO WE CAN GO OVER ALL DETAILS WITH YOU AND GIVE YOU EXACT PRICE AND ESTIMATION TIME OF DELIVERY.OUR CUSTOM ORDERS DO RANGE FROM 4-12 WEEKS DELIVERY TIME.**

***ALL CUSTOM ORDERS ARE REQUIRED TO BE PAID IN ADVANCE AND HAVE A NON REFUNDABLE FEE OF A MINIMUM OF \$50.00 IF YOU SHOULD DECIDE TO CANCEL AFTER WE HAVE STARTED ITEM.**

