



INTERNATIONAL ORDERING INSTRUCTIONS

- 1. HOW TO ORDER BY PHONE** – Call our order assistance line 217-398-3636 to charge an order to American Express, DISCOVER, MasterCard, VISA, Diners Club International, JCB or China UnionPay credit cards. Our sales representative will be happy to help you with questions and ordering.
- 2. HOW TO ORDER BY FAX** – Place your credit card order (American Express, DISCOVER, MasterCard, VISA, Diners Club International, JCB or China UnionPay) by Fax 24 hours a day at 217-356-6608. For the fastest processing of Fax orders please follow these simple guidelines. Print clearly (preferably blue or black ballpoint pen – do not use markers or felt pens). Please include all information requested—ad number, customer number (if you are a Tower Hobbies customer and you know your number), name, address, shipping and payment information (including credit card number, expiration date, security code and signature) plus stock numbers, quantities, descriptions and prices on the items you are buying. If you need help with stock numbers or product questions, call our order assistance telephone number 217-398-3636 or write to Tower Hobbies, P.O. Box 9078, Champaign, IL 61826-9078 USA.
- 3. HOW TO ORDER ON THE INTERNET** – See our How to Order page on the World Wide Web at <http://towerhobbies.com/ordering.html>. Our international shipping charges are based on the size and weight of the package(s). To determine the cost of shipping to an International destination, simply place the items you wish to order in your shopping cart and click on the "Shipping Calculator" link displayed toward the top of the page.
- 4. HOW TO ORDER BY MAIL** – Please print clearly all information requested: ad number, customer number (if you are a Tower Hobbies customer and you know your number), name, address, phone, shipping and payment information plus stock numbers, quantities, descriptions and prices on the items you are buying. For credit card orders to American Express®, DISCOVER®, MasterCard®, VISA®, Diners Club International, JCB or China UnionPay, be sure to include credit card number, expiration date, security code and signature. If you are including payment with your order, it must be in U.S. funds.
- 5. ORDERING INFORMATION** – Please print your name and complete address (only one customer per household please). If packages should be sent to a different address than your billing address, fill in both address areas. Please check if you are already a Tower Hobbies customer and include your customer number if you know it. This number can be found on the mailing label or in the upper right-hand corner of any Tower Hobbies invoice you may have from previous orders. Also, please include the ad number which can be found in the mailing address area on the back of our catalogs or at the bottom of the page in magazine advertisements.
- 6. ITEMS ORDERED** – Fill in the quantity, the stock number and complete description for each item you are purchasing (be careful to check the description as some items are sold in varying quantities). *Note:* Some packages are too large to be shipped internationally. A list of these packages is available by calling 217-398-3636 to check.
- 7. ORDER SUMMARY** – When you have finished listing all the items you are purchasing, add up the figures in the "Total Amt." column to get your "Merchandise Total". Add the "Shipping & Handling" charge to the "Merchandise Total" to get the "Grand Total" cost of your order.
- 8. CUSTOMS, BROKERAGE AND LOCAL TAX COLLECTION** – Any customs charges, local taxes or brokerage fees collected by the country of destination are the responsibility of the individual customer.

RETURN INSTRUCTIONS

We will accept merchandise for return within 30 days of the date you received it (plus we will allow for adequate shipping time for returns from international addresses) for any reason as long as the merchandise is in new and unused condition and in its original packaging. Please see the back of your Tower Hobbies invoice for "Instructions for Returning Merchandise".