



RIVERPLACE
One Main St. S.E., Suite 200
Minneapolis, MN 55414
PHONE: 800.665.4093
FAX: 612.379.7048
ORDER LINE FAX: 612.617.7706

CUSTOMER SERVICE: 800.665.5894

For questions regarding your order or to request a catalog, call toll free between 8:00 a.m. - 5:00 p.m., Monday-Friday, Central Standard Time, or email us at, custserv@progroupinc.com

MAIL ORDERS:

For mail orders, PLEASE MAIL ORDER FORM AND PAYMENT to: **One Main St. SE, Suite 200, Minneapolis, MN 55414**. Make checks payable to ProGroup. Be sure to include shipping charges (see chart). U.S. funds only, do not send cash. Minnesota residents or orders delivered to Minnesota, add 6.5% sales tax, 7% in Minneapolis (excluding clothing). Orders purchased with a credit card will be charged for the correct amount regardless of total calculated on the order form. For check orders, if the check is incorrect, the order will not be processed until full payment is received (customers will be notified). Delivery date cannot be guaranteed on mail orders.

FAX ORDERS: 612.617.7706

Fax orders 24 hours a day, 7 days a week using a ProGroup order form. Orders received after business hours will be processed the following business day. Credit card orders only. Make sure to include appropriate shipping (see chart) and tax (6.5% for Minnesota residents, 7% for Minneapolis residents). Orders purchased with a credit card will be charged for the correct amount regardless of total calculated on order form. Customers will be notified of any major (\$25 or more) pricing or shipping charge adjustments.

ONLINE ORDERS: www.progroupinc.com

Order online 24 hours a day, 7 days a week. Orders received after business hours will be processed the following business day. Credit card orders only. Orders purchased with a credit card will be charged for the correct amount regardless of total calculated on order form. Customers will be notified of any major (\$25 or more) pricing or shipping charge adjustments.

CATALOG PRICING/PRINTING:

Prices subject to change without notification. Errors in print or photography are subject to correction. Shipping charges are subject to adjustment without notification. Shipping charges on an individual order are subject to minor adjustment without notification. Customers will be notified of any major (\$25 or more) pricing or shipping charge adjustments.

"ProGroup has a number of refreshing products, including pins and calendars that fit well with our managing diversity values. We proudly wear our pins and display customized calendars. Frankly, we can't keep enough of them! The heavy use speaks volumes about product effectiveness and our shared commitment to diversity."

- A valued customer

DELIVERY:

For our standard shipping, please allow 5-7 business days. We have access to quicker methods of delivery for an additional shipping charge. Please call if rush service is requested. Rush orders placed after 2:00 pm CST will be processed the next business day. Delivery date cannot be guaranteed on mail orders. U.S. mail will be used only at the customer's request. Orders shipped via U.S. mail will be shipped via Express Mail for tracking purposes and will be charged 2-day shipping rates. ProGroup is not responsible for any package requested by the customer to be sent by a delivery service not standard to ProGroup for International delivery and delivery to Hawaii and Alaska. Shipping will be calculated based on current shipping rates - standard shipping prices given do not apply. International delivery, and delivery to Hawaii and Alaska, must be sent via air delivery service (or via U.S. mail, which cannot be guaranteed). ProGroup is not responsible for any packages deemed delivered by the delivery service. When not specified, shipments will be sent standard shipping. A handling fee of \$5.95 will be charged on any package that is billed to a customer's shipping account directly.

RETURNS/EXCHANGES:

Returns and Exchanges must be arranged in advance. Call our customer service department at **800.665.5894**, for a return authorization number. Packages arriving without a return authorization number clearly marked will not be accepted. Shipping charges are non-refundable. Any non-clothing item returned with no exchange is subject to a 15% restocking fee. Up to full-price may be charged to the customer on items damaged in return shipment. Certain products cannot be returned if opened, including CD's and all computer software. Assessments are non-refundable. All returns of videos, video programs, training modules, books, and photo packs must be made within 10 days of arrival. Returns on all other items must be made within 30 days of arrival. If a product is thought to be defective, please call customer service. If the product is deemed defective, ProGroup will exchange the item and ship the replacement at our cost.

IMPORTANT INFORMATION

If mailing your order, before sealing, remember to

- complete all order information;
- include your phone number;
- include shipping costs;
- enclose payment.