

**FAMILY & FRIENDS ORDER FORM****FAX to 856-767-6017**

1256 Haddonfield-Berlin Road, Voorhees, NJ 08043
 856-767-1300 • information@mikesbettershoes.com • www.mikesbettershoes.com

Ship To

Inmate's Name: _____ Institutional (CDC#): _____

Correctional Facility Name: _____ Privilege Group

Address: _____ Housing Unit: _____

City: _____ State: _____ Zip: _____

Payee

Name: _____

Billing Address: _____

**Billing address must be the same as that of the credit card (i.e. same address you get your credit card statement)*

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Credit Card: (Visa, Master Card, Discover, American Express) _____ Money Order: _____

Credit Card Number: _____ Expiration Date: _____

Name on the Card: _____ CVV# _____

ALL FAXED ORDERS WILL BE CONFIRMED WITHIN 24 HOURS.

| Qty. | Item/Style | Description | Size | Width | Color | Unit Price |
|--|------------|-------------|------|-------|-------|------------|
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| <i>Remember to list alternate styles and sizes.</i> | | | | | | |
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| <i>THANK YOU FOR YOUR BUSINESS</i> | | | | | | |

NOTES _____

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|---------------------------|--|
| Subtotal | |
| Shipping | |
| Sales Tax (if applicable) | |
| TOTAL DUE | |





Terms & Conditions

Mike's Better Shoes is an approved prison vendor for the Department of Corrections. We work closely with each facility to guarantee your loved one will receive their package. It is important to remember that institutions are not uniform and that requirements change from time to time. If you have any questions regarding package rules, please contact the facility or call us 856-767-1300 (9:00am — 5:00pm Eastern Standard Time).

Family & Friends: Family and friends who wish to order for an inmate may do so, only where permitted by the institution. We do not have online ordering, but you may place your order by printing this order form and mailing or faxing it to 856-767-6017. For information regarding an order's status you may call 856-767-1300 or email us. All order will be acknowledged within 24 hours.

Payment Terms: F.O.B. shipping point. Payment must accompany your order. Payment will not be deposited until merchandise ordered is available for shipment. If you wish to cancel the order, your original payment method will be returned. We accept Money Orders, and Major Credit Cards (*Visa, Master Card, Discover, American Express*).

Shipping: Unless otherwise noted, orders will be sent via UPS ground. Please add \$5.99 for the first item and \$1.99 for each additional item. Residential delivery \$8.99 for the first item and \$1.99 for each additional item.

Returns & Exchanges: If you are not completely satisfied with your purchase, you may exchange/return any part of your order. All returns will be refunded in the manner in which they were originally purchased. Return freight will be the the responsibility of the shipper. Returns may be accessed a 10% restocking fee. If you wish to make an exchange due to fit, your restocking fee will be waived however, please remember to send \$5.99 to cover the freight. MBS will not be responsible for return product that are lost or damaged in transit. When necessary we suggest you insure the return package for full value. Shipping charges will be refunded only if we made an error with regards to your order.

Delivery: In-stock items will ship within 5 business days. For out of stock items or special orders, delivery is subject to manufacturer availability and facility approval. All orders will be acknowledged in writing and an estimated delivery date given.

Tracking: An identifying number such as inmate number, or invoice number must appear on all documentation in order for us to track or resolve any issue.

Warranty: All products are warranted against manufacturing defects. Before sending back used, worn or defective shoes, please write us first. Shoes will not be replaced for excessive wear or abuse.

Catalog Errors: Every effort has been made to show and describe the merchandise in this catalog as accurately as possible. However, many manufacturers make minor changes in design specification, color, and style during the year. We regret any typographical errors or descriptions we may have overlooked. Prices and specifications are subject to change without notice.

NOTE: To expedite your order, please specify how you would like us to proceed based on product availability and price.

Alternate Selection: If we can not fulfill your order, MBS will provide you with pictures of alternate footwear available in your size. If you wish to select a different item, please respond with your alternate style and size. By making this selection you are permitting MBS to make the substitution and that you will not receive your original purchase.

Discontinued Items: Items ordered which have been discontinued and are no longer available will be noted in our response. Your money will be returned or you will be asked to make another selection.

Special Orders: Special orders are subject to manufacturers availability. Once your shoes have been ordered, please be patient. Delivery can take several additional weeks to receive. If you cannot afford to wait, let us know. Your order will be cancelled and your payment returned.

CALIFORNIA: Limit one package per quarter (First Quarter is due March 22nd, Second Quarter is due June 21st, Third Quarter is due September 21st, and Fourth Quarter is due December 22nd). Package cannot exceed 30 lbs. Mike's Better Shoes representative works directly with the R&R Sgt. to determine what products are allowed at the facility. All items listed in our catalog have been pre-approved by the central administration in Sacramento. California Department of Corrections only allows one package per quarter. If an additional order is received for an inmate that has already received a package within the quarter the order will not be processed. We will monitor each inmate to make sure orders are not duplicated within our organization. Mike's Better Shoes makes every effort to keep up-to-date on the rules & regulations of the participating facilities. It is important to remember that institutions are not uniform and that requirements change from time to time. If you have any questions regarding package rules, please contact the facility or call us at 856-767-1300

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