FRONTGATE®

OUTFITTING AMERICA'S FINEST HOMES SINCE 1991

How to order

ONLINE Visit frontgate.com to shop an expanded assortment, see additional product views and color options, watch videos, and more.

PHONE 800.626.6488
24 hours a day, 7 days a week

FAX 800.436.2105

MAIL
Frontgate
5566 West Chester Road
West Chester, OH 45069

Customer Service

TO INQUIRE ABOUT AN ORDER ALREADY PLACED, CALL 800.436.2100
7 days a week, 7 a.m. to 2 a.m. EST

EMAIL service@frontgate.com

VIEW ORDER STATUS frontgate.com/tracking

FOR QUESTIONS REGARDING PRODUCT CARE AND USE, CALL 800.537.8484
Our trained Product Specialists will personally answer your questions. Monday–Friday, 8 a.m. to 8 p.m. EST and Saturday, 9:30 a.m. to 6 p.m. EST

Billing Address

Name _____

Address _____

City _____ State ____ Zip ____

Item Numbers _____

Shipping Address (if different from billing address)

Name _____

Address _____

City _____ State ____ Zip ____

Item Numbers _____

Item #	Qty.	Item Description	Color, Size, or Model	Gift Wrap	Price Each	Total

Include a phone number or email address in the event we need to contact you about your order.

Phone: [ ] _____

Fax: [ ] _____

Email Address: _____

_____

Method of Payment

- ☐ Visa (13 or 16 digits)
- ☐ MasterCard (16 digits)
- ☐ Check or Money Order
- ☐ Gift Certificate No. _____
- ☐ Discover Card/ Novus (16 digits)
- ☐ American Express (15 digits)

If order total is greater than gift certificate value, please include method of payment for balance due.

Frontgate Express Delivery

For orders under 10 lbs.
2-day Service $9.95 additional
Next-day Service $19.95 additional

Oversize orders & 10 lbs. or more
Call for rates

* These delivery charges are subject to change. Shipping charges are calculated on the lowest advertised price of each item, prior to any promotional discounts.

Shipping Charges Per Address*

under $25.00	$5.00
$25.00 to $44.99	$8.00
$45.00 to $64.99	$12.00
$65.00 to $94.99	$14.00
$95.00 to $144.99	$17.00
$145.00 to $194.99	$21.00
$195.00 to $239.99	$24.00
$240.00 to $2,999.99	10% of Total
$3,000.00 and over	5% of Total

Colorado and Oklahoma require the purchaser to file a sales or use tax return when the retailer does not collect sales tax.

Merchandise Total	
Gift Wrap @ $4.95 per item	
Shipping/Processing	
Express, Oversize, Truck, or In-home Delivery Charge (details at right)	
Subtotal	
For shipments to AZ, GA, NC, NY, and OH, please add **sales tax** at applicable rates; call 800.626.6488 for rates	
Total	

For Express and Oversize Delivery, the applicable surcharge will be added to the standard shipping/ processing charges. Standard shipping charges do not apply to Truck or In-home Delivery.

Credit Card

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

		/		

Expiration Date

_____
AUTHORIZED SIGNATURE

Our terms are FOB shipping point. Your credit card will not be charged until shipment. For credit card orders, please include the name as it appears on the credit card and the shipping address if different from billing address. Orders delivered to a PO Box require Priority Mail delivery service.

FRONTGATE TRADE SALES: We are pleased to offer *Frontgate Trade*, an exclusive program that provides special offers, volume discounts, and an exceptional level of personalized service to design professionals, residential developers, realtors, architects, and landscape architects. To register for a *Frontgate Trade* account, or to receive more information on the program, please call 800.692.8073 or visit frontgate.com/trade.

Thank you for shopping Frontgate. ©2014 Cinmar, Inc. Descriptive or typographical errors are subject to correction.

FRONTGATE *signature*

Exceptional value. Satisfaction Guaranteed. If you're not satisfied with any Experience Frontgate product, simply return it within 30 days for a full refund of the purchase price and shipping cost. Because our Experience Frontgate products provide the finest Frontgate quality at prices that offer an exceptional value, they are excluded from further discounts, including Free Shipping, unless otherwise noted.

PERSONALIZATION AVAILABLE

Items marked with Ⓜ can be personalized for a small fee. Some of our top monogram styles are below, or visit frontgate.com to see all available monogramming styles and engraving options.

Personalized items are nonreturnable.
MONOGRAMMING - $5.95 PER ITEM
ENGRAVING - $6.95 PER ITEM

Style #1 Style #7 Style #6

Style #23 Style #8 Style #18

GIFT-WRAPPED & PERSONALIZED ITEMS
We will wrap most items in our signature silver or gold gift wrap for a flat fee of $4.95 per item. Includes ribbon and bow. Please allow an additional 2–3 days for shipping.

GIFT CARD
An always-perfect gift offered in denominations from $25–$500.

Gift Message: _____

_____

_____

RETURN AND EXCHANGE GUARANTEE:
If for any reason you are not satisfied with your order, simply return your purchase within 90 days for exchange or refund, less the cost of postage and handling. If the product fails, we'll repair or replace it up to a full year from the date of purchase. Special policies apply to holiday and personalized merchandise; please see below.

Holiday merchandise purchased after 9/1 must be returned before 12/23 or within 30 days of purchase (whichever is later). Halloween merchandise must be returned before 10/30 or within 30 days of purchase (whichever is later).

Orders for personalized, monogrammed, or made-to-order products cannot be canceled or modified once they are placed. Unauthorized returns are subject to a 50% restocking fee.

All returned items must be in the original packaging and in the condition in which they were received in order to receive a full refund. All returns are examined by our Returns Department prior to final approval of exchange, merchandise credit, or refund. Follow the return-process instructions on the packing slip, or visit our website for more information regarding returns.

Prior to accepting delivery on Truck or In-home shipments, please inspect the product. If you are not satisfied, call us at 800.436.2100 within 7 days to arrange for a return or exchange. Shipping charges are nonrefundable and a minimum return pickup fee of $100 or up to 10% of the order will apply (up to $250).

COURTEOUS CUSTOMER SERVICE:
Please contact us at 800.436.2100 from 7 a.m. to 2 a.m. EST, 7 days a week. Or email us at ***service@frontgate.com.***

PRICE GUARANTEE: If we offer a special price on the item you purchased within 30 days of your transaction, simply bring it to our attention and we'll refund the difference. If the exact item is advertised elsewhere for less, provide us the advertisement within 30 days and we'll refund the difference. (Our Price Guarantee applies to internet offers only when the same price appears in the company's printed advertisements.)

MAILING LIST PREFERENCE: If you receive a duplicate Frontgate catalog, please let us know by phone or email. Periodically, we share our mailing list with selected providers of goods and services that may be of interest to you. If you prefer not to receive mail from other companies, or if you do not wish to receive future issues of Frontgate, please call us at 800.626.6488. We respect your privacy; visit ***frontgate.com/privacy*** for details.

STANDARD DELIVERY: Items are shipped via regular ground service and should arrive in 3–7 business days. Larger items or items shipped directly from the manufacturer may take longer.

*** FLAT-RATE DELIVERY:** We want to ensure that our shipping fees are fair and accurate. Therefore, shipping for some higher-priced items is charged at a lower flat-rate fee, and is calculated separately from the remainder of your order total. Flat-rate fee applies to standard shipping only.

EXPRESS DELIVERY: For even faster delivery, we offer 2-business-day or next-business-day Express Delivery. Express orders received by 4 p.m. EST Monday–Friday are shipped the same day. Please refer to Shipping Chart at left for rates.

OVERSIZE HANDLING FEES: Some of our larger products require additional shipping charges that are based on the size and weight of the item. These fees are applied in addition to standard Shipping and Processing charges for each oversized item. Oversize Handling Fees will be reflected during the checkout process and applied to your final order total..

To estimate Through-the-door Truck or In-home Delivery charges, contact a Customer Service Representative or visit ***frontgate.com/shipping*** for a custom delivery quote.

THROUGH-THE-DOOR TRUCK DELIVERY
Delivery occurs approximately 2 weeks after an item is shipped, but may vary depending on the location of your residence and your availability to accept delivery. Items are unloaded by the driver and placed inside the first-floor doorway, garage, or covered area of your choice. Packaging removal and assembly are not included. The minimum fee for Through-the-door Truck Delivery is $149.

IN-HOME DELIVERY: In-home Delivery occurs approximately 2 weeks after an item is shipped, but may vary depending on the location of your residence and your availability to accept delivery. We will work with a common carrier to schedule delivery of the item into your home, place it where you want it, inspect it, and remove the packaging materials. Assembly is not included. The minimum fee for In-home Delivery is $198. Not available in PA.

HAWAII, ALASKA, AND US TERRITORIES:
For orders of 10 lbs. or less, please add $9.95 to the standard shipping and processing charges. For orders over 10 lbs., or for Express, Oversize, Truck, or In-home Delivery, additional charges will apply and a longer transit time may be required.

INTERNATIONAL DELIVERY: Delivery times and rates vary depending on location of delivery. Call us at 800.626.6488 for a customized shipping quote. Shipping quotes do not include any applicable duty, value-added taxes (VAT), or import consumption taxes.

APO/FPO: Standard ground delivery to an APO/FPO box is provided by the United States Postal Service. Shipping is limited to orders totaling less than $400 and less than 70 lbs.