

Special Foods!™

* *Nutritious Foods!* *

* *Great Taste!* *

* *Wonderful Variety!* *

7602 Fullerton Rd.
Springfield, VA 22153
telephone 703.644.0991
fax 703.455.2915
web www.specialfoods.com

* *Unusual Foods!* *

* *Mold Free!* *

* *Chemical Free!* *

ORDERING INFORMATION

1. HOW TO ORDER:

- a. Please order all items by name and size. Be sure to indicate your choice of ingredients when there is an option, for example your choice of oils, and whether you would like recipes.
- b. Please clearly print your name, shipping and home addresses, and telephone numbers.
- c. We accept VISA, MasterCard, and Discover. Please be ready to provide the card number, type of card, name of cardholder, expiration date, and card billing address when you place your order. When paying by check, please make check or money order payable to "CUSTOM PRODUCTS, LLC".
- d. Please have someone available to receive your package, or call to delay shipment. You will be notified if there are any problems with your order. Please open your packages and freeze food immediately.
- e. **Special Foods!™ production and shipping schedule:** We bake on Mondays and ship all orders containing perishable items on Tuesdays or Wednesdays. Orders for baking must be received by 10 am EST on Mondays. All other orders (flours, pastas, etc.) are shipped on Fridays and must be received by 10 am EST on Fridays. We are unable to ship perishable items during major holiday weeks (July 4th, Labor Day, Memorial Day, Christmas, New Years, Thanksgiving) because of inevitable UPS delays.

2. TELEPHONE ORDERS: For telephone orders please call (703) 644-0991, Monday through Friday, 9:00AM - 4:30PM, Eastern Standard Time. We do not accept collect calls. At other times please feel free to call and leave us a message, or place an order through our voice mail system. You are also welcome place an order by fax at (703) 455-2915 or e-mail at special.foods@yahoo.com. For special orders, please phone in your special order.

3. SHIPPING INFORMATION: We ship by UPS. Persons living in Virginia, North and South Carolina, Tennessee, Kentucky, Indiana, Ohio, West Virginia, Pennsylvania, Maryland, Delaware, New Jersey, Rhode Island, New York, Massachusetts, New Hampshire, Connecticut and Vermont can have orders shipped by UPS ground service. **Persons not living in these states** should: a) have orders for dry foods shipped by UPS GROUND; b) have orders containing nut butters, bread, muffins, bagels cookies, crackers, tortillas, flat bread or jams, shipped by UPS SECOND DAY AIR. When orders contain both perishable and non-perishable items we are happy to split the shipment between UPS ground service and second day air service, upon request. When requested, we will ship any order by UPS Next Day Air service. **Special rates apply to Alaska, Hawaii and international shipments;** please request supplemental shipping information.

Regardless of how packages are shipped, all of our packages are insured. UPS requires that you list your full name and address as it is listed in the telephone directory; do not use a post office box as your address. In case a package arrives damaged, please report it to UPS and deal directly with them. We pack carefully and are not responsible for rough handling by mail processors.

4. SHIPPING METHOD SELECTED:

(check one blank below)

- UPS Ground Service
 UPS Second Day Air
 UPS Next Day Air

5. SHIPPING, HANDLING AND INSURANCE COSTS:

Calculated for you when you place your order.