

MERCHANDISE AWARD ORDER FORM

ACCOUNT INFORMATION

TravelFlo ID Number: _____
 Total Available Reward Credits: _____
 Name: _____
 Business: _____
 Address: _____
 City: _____
 State & Zip Code: _____

SHIPPING INFORMATION
 (NO PO BOXES)

Full Name: _____
 Company Name: _____
 Street: _____
 City: _____
 State & Zip Code: _____
 Email Address: _____
 Daytime Phone Number: _____
 This Shipping Address is a: Business Home
 Special Instructions: _____

Catalog Number	Quantity	Description (Name, Size, Color, etc.)	Reward Credits
Total Reward Credits Required			

Mail or Fax Your Completed Order Form To:
 TravelFlo Group Award Headquarters
 1025 Ashworth Road, Suite 508
 West Des Moines, IA 50265
 Fax Number: 515-222-1585

If you'd like to order a merchandise item that requires more reward credits than you have, no problem! Simply include a check made out to "TravelFlo Award Headquarters" for the difference. Point value: 1 reward credit = \$1.00

Please note: TravelFlo Group Award Headquarters reserves the right to withdraw any offering or send you an item of equal or better value than the one ordered. While every effort is made to ensure the accuracy of information, we are not responsible for printing errors or omissions.

IMPORTANT ORDERING INFORMATION

- Please print or type your order.
- Include your complete street address, zip code and daytime phone number.
- Please furnish a street address since deliveries cannot be made to P.O. Boxes.
- Be sure to include the catalog number and merchandise description. If required, please indicate size and color.
- Orders will be shipped as promptly as possible; in some cases it may be 4 – 6 weeks.
- Keep a copy of this form for your records.

AWARD INQUIRIES

If you have any questions about your merchandise award, please call our customer service department at **800-621-4112**. When you call, please have the following information ready:

Name, address & phone number
Approximate date of order
Catalog number & description

DEFECTIVE AND DAMAGED AWARDS

Shipment of merchandise awards will take place as promptly as possible from our warehouse or directly from the manufacturer. Your merchandise award is guaranteed to be delivered in good condition. Please note that individual merchandise awards may arrive at different times.

Defective Merchandise Awards:

If the award is initially defective (not due to damage in transit), call our customer service department immediately. They'll arrange for an adjustment, a replacement or a warranty repair.

UPS or Parcel Post Shipments:

Call our customer service department immediately to explain the nature and extent of the damage.

Freight or Express Shipments:

- Note any shortages or evidence of damage on your copy of the bill of lading.
- Have the driver sign it.
- Contact the transportation company immediately (even if the damage is discovered after the receipt of the shipment).
 - Request that a damage report be made within 48 hours
 - Secure the name of the person to whom the damage was reported.
- Call our customer service department immediately noting:
 - Merchandise award description
 - Name of the transportation company
 - Bill of lading number
 - Explanation of the loss of damage
 - Name of the person to whom it was reported

Returned merchandise awards will not be accepted without prior authorization from our customer service department.