

# PHILATELIC ORDER FORM

## HOW TO PLACE ORDERS

### STANDARD ORDERS

#### ALL STAMP ITEMS HAVE 6-DIGIT ITEM NUMBERS.

Just enter the 6-digit item number in the "ITEM NUMBER" space on the order form, along with the quantity. To order 1 pane of 20 *Gwen Ifill* stamps you would fill in "475804" under "Item Number" and enter 1 under "Quantity."

ITEM NUMBER	QUANTITY	PRICE (each)	TOTAL
475804	1	11.00	11.00

Requests for more than 20 per item will not be prepackaged. Requests for more than 20 of an individually prepackaged item will incur the custom order fee plus an additional 10¢ per item.

### CUSTOM ORDERS - Prepackaging is not available

#### HOW TO REQUEST CUSTOM ORDERS

Custom orders are configurations other than those listed for each item and will result in an additional \$2.30 custom order fee. Stamps listed as "FULL PANE" are not available as custom orders. Only stamps listed as a "PANE" are available for custom orders. Booklets, souvenir sheets, and coils are not available for custom orders. All items have 6-digit item numbers. The first 4 digits plus "01" make the base number for custom orders. For example, to order a block of 4 *Hearts Blossom* stamps, you would use item number "565001," quantity of 4, for a total of \$2.20. You would receive a block of 4 connected stamps.

EXAMPLE:

ITEM NUMBER	QUANTITY	PRICE (each)	TOTAL
565001	4	55	2.20

For all pane position requests, use the base number (first 4 digits plus "01") and note the position(s) requested under "Special Order Instructions" on the order form.

#### MINIMUM ORDERS FOR PLATE NUMBERS AND POSITIONS

Plate numbers or marginal inscriptions for stamps with selvage can be ordered in minimum quantities:

For 1¢ to \$1.20 stamps:	Full pane
For \$1.21 and up stamps:	Block of 4, Full pane

Standard packaging for press sheets is rolled; a request to ship press sheets flat is considered a custom order. Requests for non-prepacked items will result in a custom order charge.

If you need assistance with your order or would like to speak with a customer service representative, please call 1 (800) 782-6724, Mon-Fri 8AM-8PM EST; Sat 8AM-6PM EST; closed Sundays and postal holidays.

## GENERAL INFORMATION

**EXCHANGES:** We always strive to deliver stamps of the highest quality. If you receive a damaged or flawed item, it may be sent back for an exchange. Please complete the Merchandise Exchange/Order Form located at the bottom portion of your pack slip within 30 days of receipt. Be sure to include a copy of your entire exchange/order form/packslip. You must return the complete product for mint set exchanges. Coil strips of 500 cannot be returned or exchanged.

**PREORDERS:** All orders for items not yet on sale will be placed on preorder status, and will be sent out when all preordered items are in stock. Items that are in stock on the same order will be sent out promptly. Certain products are not available for preorder. Please refer to specific products for preorder information.

**AVAILABILITY:** All items listed in this catalog are subject to availability. Stamp Fulfillment Services (SFS) reserves the right to withdraw any item from sale without prior notice.

**STAMPS NO LONGER AVAILABLE:** Stamps no longer available from the U.S. Postal Service may be purchased from stamp dealers on the secondary market.

**UNDERPAYMENT:** If payment is not sufficient, items will be deleted from your order. Every effort will be made to avoid deleting items that will soon be off sale.

**OVERPAYMENT:** Payments received for items not available and funds received in excess of order total (overpayment) will be refunded within 15 business days. Refund must exceed \$1.00.

**MISSING ORDERS:** Any claim for an order that was paid for but not received within 30 days must include one of the following: (1) a copy of both sides of the cancelled check with the endorsement date on the back, or (2) a photocopy of your credit card bill along with your philatelic identification number, if known.

**CLAIMS:** Any claims on fulfilled orders, or any requests for exchange of damaged items, must be submitted within 30 days of receipt to Stamp Fulfillment Services, P.O. Box 219424, Kansas City, MO 64121-9424. The telephone number is 1 (800) 782-6724 (from outside the U.S., call 1 816 545-1000). Our e-mail address is [sfsdelivery.confirmation@usps.gov](mailto:sfsdelivery.confirmation@usps.gov). Please do not place orders through this e-mail address.

**MARGINAL INSCRIPTIONS:** Various kinds of markings may appear on the selvage of stamps printed in sheets — plate numbers, the U.S. Postal Service® copyright notice, color control markings, informational inscriptions, and other printing marks or U.S. Postal Service® slogans. Plate blocks (a block of stamps including the plate number) vary according to issue and plate position. You may specify other marginal inscription blocks for any issue on which they appear under "Special Order Instructions" on the order form. See additional information and instructions under "Custom Orders." Any such order will be charged the custom order fee.

**ROUND ROBINS:** Stamps printed in sheets are trimmed into individual panes, and sets of matching panes may be purchased. High-value (\$1.21 and up) plate blocks are often purchased as matching plate blocks of four: one from each corner of the pane, each with its plate number in a different position.

**FOR OFFSET/INTAGLIO ISSUES:** Due to frequent changes of offset plates, we can guarantee matched sets of intaglio plate numbers only.

**FOR BOOKLETS AND COILS:** We cannot guarantee specific plate numbers, slogans, or electric-eye markings.

## PAYMENT

Payment may be made by credit card (American Express®, MasterCard®, VISA®, DISCOVER®), check, bank draft or a U.S. Postal Service® Money Order made payable to USPS. Sending cash is not recommended and done at your own risk. Stamps or stamped envelopes will not be accepted as payment. A \$30 fee will be charged for any returned checks. We cannot accept any C.O.D. orders. Credit card orders are not accepted for precancelled stamps.

**FOREIGN ORDERS:** Payment for foreign orders may only be made by check preprinted in U.S. funds or draft drawn on a U.S. bank. Foreign currency or International Reply Coupons are not acceptable. Determine shipping and handling charges (add \$2.30 for custom orders), and add \$5.55 shipping and handling for orders to be mailed to a foreign address. Some countries may require Registered Mail™; check with local postal authorities.

## LOW HANDLING FEES

Only \$1.30 for standard orders up to \$50.00 and \$1.80 for standard orders over \$50.00. Custom orders are an additional \$2.30. Each shipping address constitutes a new order.

**NOTE:** If necessary, orders may be returned for exchange. Refunds are not available.

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**PRIVACY NOTICE:** Your information will be used to respond to your request. Collection is authorized by 39 USC 401, 403 & 404. Providing this information is voluntary, but if not provided we may not process your request. We do not disclose your information, except in the following limited circumstances: to a congressional office at your request; to financial entities regarding credit and payment issues; to a USPS® auditor; to entities, including law enforcement, as required by law or in legal proceedings; and to contractors and other entities to fulfill the service. For more on USPS® privacy policies, see our privacy link at [usps.com](http://usps.com).

