

GENERAL ORDERING GUIDELINES AND PROCEDURES

Thank you for your interest in ordering items from **D. (SONNY) DREW, *Custom and Special Design Regalia - Rare Esoteric Reprints and Freemasonry Books.*** Please read our policies below before placing your order. For your convenience and safety, all orders will be submitted securely. Placement of any order (either on-line, by fax, by mail, or in person) confirms your agreement to these terms and policies.

There are now more ways to order from D. Sonny Drew! We are now accepting credit cards as a means of payment with your order by phone, fax, postal mail or Email.

ORDER PLACEMENT

1. First, print out or download the Customer Purchase/Shipping Invoice.
2. Please print or type clearly your name, address, city and state. Be sure to include your **ZIP CODE, PHONE NUMBER, and EMAIL** if available.
3. Find the items you want to purchase; state the quantity, item number, and price of the items being ordered. Include the colors, sizes, and emblems necessary to complete the order. Total your order, including shipping and taxes, if applicable.
4. Print or type any special lettering or copy that must be added to the items you are ordering. Be sure to include your proper form of payment, correct postage and sales tax (Illinois only).

PAYMENT OPTIONS

1. **Regular Payments: By Check, Money Order, or Credit Card.**
2. After downloading and filling out our **Customer Purchase/Shipping Invoice** in its entirety, including payment information; please submit invoice by mail, fax, or email.

Note: If paying by credit card, email is not a secure means of transmitting credit card information. We suggest you use Option 2 below.

CUSTOM MERCHANDISE

1. Any forms of order for custom merchandise must be received in writing or in person and accompanied by a 50 percent deposit - balance due upon completion.
2. Custom merchandise is any item that involves special engraving, embroidery, imprinting, lettering, sizes, color combination, or made to order.

POSTAGE

1. A QUICK POSTAGE/HANDLING CHART FOR FULL PAYMENT ORDERS

(United States orders only) is provided below and on the Customer Purchase/Shipping Invoice:

Up to \$25.00 = \$6.95 \$25.01 to \$75.00 = \$9.95
\$75.01 to \$100.00 = \$12.95 \$101.00 to \$150.00 = \$14.95

or actual postage, whichever is greater

2. These rates apply only to shipments within the U.S. For shipments to the Bahamas and other foreign orders, please contact us for rates.
3. Sorry, **NO COD's**.
4. We will ship by United Parcel Service or U.S. Postal Service unless otherwise requested. Any charges for special handling requested, such as Air Mail, Special Delivery, Greyhound, etc. will be charged to the customer.

PRICE

1. It is our policy to offer our merchandise at the most competitive prices possible.
2. We will honor the listed prices as long as we can, but we do reserve the right to change prices, without notice.

DELIVERY

1. We will attempt to give you the best possible delivery.
2. Most orders for stock items are processed and shipped within a few days.
3. Custom merchandise, because it is made to order, will require additional time.
4. Most items can be customized within two to three weeks, with the exception of Fezzes which normally will take four to six weeks. There are periods however, which these standards fluctuate due to seasonal overloading.

METHODS OF PAYMENTS

- ❖ We accept cash (in person), checks, money orders, VISA, MasterCard, American Express, and Discover credit cards.

CONTACT US

For questions regarding your order you can **call** us at:

- ❖ 773-285-1880 (office),
- ❖ 773-218-0184 (Cell) or fax us at 773-285-1885 any time.
- ❖ Email us at sonnydrew@aol.com.

Please give us your name and the date of your order.

This will enable us to quickly locate the order so that any requests can be handled promptly.