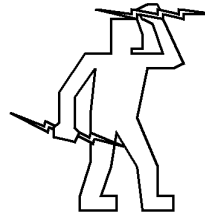


# Order Form



**PYROS GLASS STUDIO**

706 South Plain Street  
 Ithaca, NY 14850  
 Tel. (607) 272-4311  
<http://www.pyrosglass.com>

**Tel & FAX: (607) 272-4311**  
**Email: sales@pyrosglass.com**

**Ship to:**

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, mail code \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Email \_\_\_\_\_

**Bill to (if different):**

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, mail code \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Email \_\_\_\_\_

**Your Order**

Item	Description	Qty	Unit price	Totals
<b>Form of Payment:</b> <input type="checkbox"/> Check <input type="checkbox"/> Money order <input type="checkbox"/> Visa/MasterCard			<b>Subtotal</b>	
Visa/MasterCard _____ expires _____			NY residents add 8.25% tax	
Signature _____ CVV/CVC* _____			Shipping/handling (see below)	
* this is the 3 or 4-digit code on the back of your card			<b>Total</b>	

**Shipping and Handling**

<b>Order amount (before tax)</b>	<b>\$0.00 - 24.99</b>	<b>\$25.00 - 49.99</b>	<b>50.00 - 99.99</b>	<b>\$100 +</b>
<b>Shipping &amp; Handling</b>	<b>\$6.00</b>	<b>\$7.50</b>	<b>\$9.00</b>	<b>FREE</b>

**Terms and Conditions (as of March 1, 2006)**

**PAYMENTS**

We accept Cash and Money Orders. As of March 2009, we no longer accept credit cards directly. However, we are happy to accept PayPal, which allows you to use your credit card as a funding source. We accept checks from buyers in the United States and Canada ONLY. Make checks payable to "Pyros Glass Studio". Items paid for with checks will be held until payment has cleared. Returned checks are assessed a \$35 service charge, regardless of reason. Checks sent for collection have a \$75 collection fee added, and future orders will be on a cash-in-advance basis. We charge sales tax to New York State residents, unless they have filed an exemption with us. Schools and institutions must place their complete order on a written purchase order. A copy must be received before the order is shipped.

**SHIPPING**

We ship to the United States and Canada ONLY. Shipping and handling are based on order amount. By default we use United Parcel Service (UPS) Ground or US Postal Service Priority Mail, at our option. We are happy to quote FedEx and expedited shipping on request. Please call us for a quote.

**INSURANCE**

Orders are automatically insured for the first \$100. Additional insurance is added at 40 cents per \$100 (or fraction thereof) of the invoice total over the first \$100.

**MINIMUM ORDERS**

We have no minimum order.

**RETURNS**

If you need to return merchandise, please call for a Return Authorization. Returns must include the original invoice, and must be requested within 30 days of invoice date. After 30 days, all sales are final. Returns for other than defective or incorrect merchandise are subject to 15% restocking charge and customer is responsible for shipping both ways. If return is a result of our error, we will pay return UPS and ship the correct item at no additional cost to you. NO RETURNS ARE ACCEPTED ON BOOKS,

SPECIAL ORDERS OR ANY ITEM 30 DAYS AFTER INVOICE DATE. No credit is given on materials returned in unsaleable condition, damaged in transit or in sealed packages that have been opened.

**MISSING ITEMS**

Carefully inspect your order IMMEDIATELY on receipt for missing goods. If part of your order is missing, check to see if we used more than one box. If all have not arrived, allow a day or two for delivery. If all boxes are there, check carefully, right to the bottom. Small parts are wrapped in bags.

CLAIMS FOR SHORTAGES MUST BE MADE WITHIN 48 HOURS OF RECEIPT.

**DAMAGED GOODS**

Check boxes as they are delivered to you. If you see obvious damage, bring it to the attention of your driver. Then call your local UPS or Postal Center for inspection. You must keep all packing materials and damaged merchandise for inspection. Then call us so that we may get the ball rolling on our end.

**NO IMPLIED WARRANTY OF FITNESS**

Pyros Glass Studio does not warrant any of its products for a specific purpose, and will not be liable for any consequential damages.

**TRAINING CLASSES**

Training classes are quoted individually on a per-day rate plus travel and expenses. Please contact us with your dates and needs.

**SPECIAL REQUESTS**

We give each order our personal attention. Just ask.

**PRICES**

Prices are subject to change without notice. All prices are FOB Ithaca, NY. We reserve the right to correct typographic errors in printed or electronic media.

**TECHNICAL HELP**

If you have a question about using a product, give us a call