### SkillsUSA Store Order Form

**SkillsUSA OFFICIAL SUPPLIER**

**CUSTOMER SERVICE CENTER:**
1-888-501-2183  
SkillsUSAStore@egroupengage.com  
Customer Service hours: M-F, 7-7 EST

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**Paying by Purchase Order**

<table>
<thead>
<tr>
<th>QTY</th>
<th>Item Name/Color</th>
<th>Size</th>
<th>SKU / Item Number</th>
<th>Unit Price</th>
<th>Extended Total</th>
</tr>
</thead>
</table>

**Paying by Credit Card or Check**

<table>
<thead>
<tr>
<th>QTY</th>
<th>Item Name/Color</th>
<th>Size</th>
<th>SKU / Item Number</th>
<th>Unit Price</th>
<th>Extended Total</th>
</tr>
</thead>
</table>

**Shipping Table**

1. For orders under $50.00 per location, add: $12.00  
2. $50.00 or more: FREE SHIPPING
   - The shipping chart above is for ground shipments. Please contact customer service for Air or Expedited shipping charges.  
   - Please allow 2 business days for order processing even with expedited shipping requests. Shipping time begins 2 business days after you place your order.

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**Ordering Information:**

- **ONLINE:** www.SkillsUSAstore.org  
- **BY FAX:** (703) 264-1609 (24 hours a day)  
- **BY MAIL:** SkillsUSA Store 11790 Sunrise Valley Drive, Suite T-100, Reston, VA 20191

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**Please be sure order form is legible and complete**

For custom orders, please contact 1-800-859-3958 ext. 134 or kdevenuto@egroupengage.com

Please visit www.SkillsUSAstore.org for everything you need to know on our SALES AND RETURN POLICY
GUARANTEE:
Your satisfaction is very important to us. All of our products are guaranteed to meet your approval. If you receive damaged or defective items, please let us know (see returns section below) and we will credit or replace at your discretion. If for any reason you are dissatisfied with our products, tell us right away, within 30 days of receipt, and we will readily accept your return.

TERMS:
All orders are pre-paid by credit card or check, unless a school or business purchase order number is used. In that case, the order must bill and ship to the school or business address with all administrative and/or accounts payable department information provided. If your school or business requires the issuance of a written PO in order to process payment, please include that document with your order.

PAYMENTS:
Credit Card payments are accepted (VISA, MasterCard, and American Express) and encouraged at time of purchase. ACH check (also known as Echeck) is now a new form of online payment. For schools or businesses that are paying for orders with an authorized PO, physical checks may be mailed to 11790 Sunrise Valley Dr t100 Reston, VA 20191. Please make all checks payable to E Group. For those accounts that qualify for Net 30 terms, payments must be postmarked by the 30th day from invoice date for terms to be met. Additional orders will not be shipped to accounts with a past due balance. A $15 fee is assessed for returned checks. All funds must be drawn on a United Stated bank. No foreign checks please.

DISCOUNTS:
Discounts from standard prices are not available.

FREIGHT:
All orders are shipped FOB Rochester, NY 14606. Freight charges and a handling charge are added to your order. Standard freight method is UPS Ground Service. For expedited shipping please make your selection while placing your web order.

CLAIMS:
If you receive a shipment where a carton has obvious damage (including box tears, punctures, or crushed areas), and you discover damaged goods within, please save the carton and all packaging materials. Contact us, and we will arrange for an inspection by the carrier. If there is hidden damage, please inform us immediately. See Damages section below.

RETURNS:
Please contact our Customer Service Center at 888-501-2183 or at SkillsUSAstore@egroupengage.com to receive a Return ASN (RA) number, which must accompany your return. The Return ASN number must be clearly visible on the outside of the return package. Returns without a valid Return ASN (RA) number cannot be accepted, and will be refused. Unless the reason for the return is an error on our part, the customer must pay the shipping costs to return the product to our warehouse. Additionally, returns that are not a result of our error are subject to a restocking fee of 15%.

PLEASE NOTE: Personalized or engraved items may not be returned.
The following information must accompany all returns:
1. The Return ASN (RA) number (Clearly visible on the outside of the package and in the shipping label reference field)
2. Your full name, address, and daytime phone number
3. The Original Packing Slip
4. The reason for return
5. The replacement item(s) required (if any). These will be sent as a new order. Freight charges will apply.

EXCHANGES:
Unused, undamaged and sellable items may be exchanged for the same item in a different size within 30 days of order date. Please follow the same process as requested under Returns section above. Customers are responsible for return freight charges involved in the exchange.

DAMAGES:
Please notify Customer Service within 30 days of receiving damaged merchandise. Damaged or defective products will be replaced or refunded at no additional charge to the customer upon receipt of returned merchandise. Please follow the same process as requested under Returns section above.

REFUNDS:
We will gladly issue a refund on merchandise that is unused, undamaged and returned in original, sellable condition within 30 days of order date. Please follow the same process as requested under Returns section above.

Thank you for shopping at the SkillsUSA Store!

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Tax ID Number: 54-1607039
11790 Sunrise Valley Dr t100
Reston, VA 20191 • Phone 1-888-501-2183
• Fax (703) 264-1609 www.SkillsUSAstore.org