

How to Order Using the Printed Order Form

- Step 1.** Complete your billing address. If you are paying by credit card, please make sure the billing address is the exactly the same as it appears on your credit card statement. This is for your protection. If the billing address on your order does not match your credit card information then your order may be delayed while the legitimacy of the credit card is verified.

Be sure to enter the phone number by which you can be reached during the daytime. We may need to contact you to resolve any questions regarding your order. Please be assured that we will not share this phone number with any other organization; it will only be used if we have to contact you about this order.

If you have an email address, please enter it in the space provided. In case we have to contact you regarding your order, email is faster than regular mail. We will not share your email address with any other organization; it will only be used if we have to contact you about this order. We respect your privacy.

- Step 2.** Complete the shipping address for this order. Note that UPS cannot ship to a Post Office Box number. If you want the order shipped to the billing address then simply check the box. Write any special instructions you have for use in the space provided.

- Step 3.** Indicate the items you want to order by writing our catalog number, quantity, description, shipping weight and price in the space provided. If size or color applies to the item then be sure to write your choice in the appropriate column. The total for the item is the quantity times the price for each item. Use a separate line for each item you want to order.

You can find all of this information about each item we sell in the product description in our online catalog at www.snowcountrypets.com

- Step 4.** Select the method of payment. For mail orders you can pay with a money order or check (make payable to Snow Country Pets) or credit card. We accept VISA, MasterCard, American Express or Discover. Double check the credit card number. Also, be sure to enter the expiration date shown on your credit card. Credit card orders cannot be processed without this information. Sign your name in the space provided.

- Step 5.** Total the extended amount for each item you order. Write this total in the space provided.

- Step 6.** We are required to charge 6% sales tax for Michigan residents. Multiply the Merchandise Total you calculated in Step 5 by 0.06 and enter the results in the sales tax box:

$$\text{Michigan Sales Tax} = \text{Merchandise Total} \times 0.06$$

If you are a Michigan tax exempt operation, then we will need to have a completed Michigan Sales Tax and Use Certificate of Exemption on file before we ship product. Sorry, we cannot make an exception to this rule.

A copy of the Certificate can be obtained from the Michigan Department of Treasury (<http://www.michigan.gov/treasury>) or from our web site (www.snowcountrypets.com/Mi-ExemptionCertificate.html) or by contacting our Customer Service department.

- Step 7.** We can ship your order either by United Parcel Service (UPS) or Parcel Post. Please indicate your preference. UPS orders cannot be shipped to a Post Office box number. To determine your shipping and handling charge, please refer to the instructions on the next page.

- Step 8.** Some items in our catalog must be shipped by freight common carrier because of the item's size or weight. These items are noted in the product description on our web site. You may leave this box blank and our Customer Service Department will contact you prior to processing the order to confirm these additional charges. You may also call our Customer Service Department before sending your order to get the additional shipping charges for the item(s) you wish to order.

- Step 9.** Calculate the total amount of your order by adding each of the dollar amounts in Merchandise Total, Michigan Sales Tax, Shipping and Handling and Additional Shipping (Steps 5 thru 8, above). Write your total order amount in the space provided. Make out your check or money order for this total amount. If paying by credit card then the total amount is the charge that will appear on your credit card statement.

NOTE: If the total amount of your order is different than the amount you indicate on the order form (for instance, there is a mistake in arithmetic or the item price you use is not current) then we will contact you with the corrected amount prior to processing your order. This may delay shipping your order.

Send your completed order form, along with your payment, to: **Snow Country Pets**
2441 N. Stine Road
Charlotte, MI 48813

Mail orders are generally shipped within 48 hours of receipt. Please allow up to seven days for your order to arrive after the order is shipped (not when you send us your mail order). If paying by personal check, your order may be held until your check clears the bank (usually within 5 business days). To avoid this delay, consider paying by credit card or certified check.

Thank you for your order!

How to Determine Your Shipping Charge

1. Determine the total weight of all items you order. Shipping weights are given for each item in the product description in the on-line store.
2. Determine your shipping zone from the Shipping Zones table below.
3. Use the Shipping Rates by Zone table and find the row that corresponds to your order total shipping weight. Use the next higher weight if your order weight is not shown. Follow the row over to the column for your zone. The shipping rate is the dollar amount shown.
4. Please note: Shipping rates are changing rapidly and the rates shown below may be out of date. We will contact you if this is the case when we receive your mailed in order.

Shipping Zones			
Zone 2 Michigan Zone 3 Indiana Kentucky Ohio Pennsylvania Illinois	Zone 4 Connecticut Delaware District of Columbia Maryland Massachusetts New Hampshire New Jersey New York North Carolina Rhode Island South Carolina Tennessee Vermont Virginia West Virginia	Zone 5 Alabama Arkansas Florida Georgia Iowa Louisiana Maine Minnesota Mississippi Missouri Wisconsin Zone 6 Kansas Nebraska North Dakota Oklahoma South Dakota	Zone 7 Colorado Montana New Mexico Texas Utah Wyoming Zone 8 Arizona California Idaho Nevada Oregon Washington

Total Weight (lbs)	Shipping Rates by Zone						
	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	6.31	7.00	8.50	8.50	8.50	9.63	10.31
2	7.44	8.44	10.94	10.94	10.94	12.94	14.38
3	8.50	9.81	13.19	13.19	13.19	15.81	17.81
4	9.69	11.13	15.25	15.25	15.25	18.44	21.00
5	10.81	12.50	17.44	17.44	17.44	20.31	22.06
6	11.75	13.75	19.19	19.19	19.19	22.56	25.19
7	12.19	14.94	20.50	20.50	20.50	24.75	28.25
8	13.06	15.94	21.88	21.88	21.88	26.94	31.44
9	14.06	16.81	23.31	23.31	23.31	29.31	34.44
10	14.69	18.13	24.69	24.69	24.69	31.50	36.25
11	15.44	19.13	26.06	26.06	26.06	33.13	37.81
12	15.81	19.69	27.50	27.50	27.50	34.44	39.13
13	16.50	20.56	28.75	28.75	28.75	36.44	41.06
14	17.25	21.56	29.63	29.63	29.63	36.81	41.94
15	17.81	22.25	30.25	30.25	30.25	37.63	43.00
16-20	19.75	23.94	32.94	32.94	32.94	41.06	47.31
21-25	21.19	27.00	36.13	36.13	36.13	45.19	52.44
26-30	22.56	31.13	38.94	38.94	38.94	48.81	62.06
31-35	25.19	35.13	42.13	42.13	42.13	54.94	72.06
36-40	28.13	37.88	46.56	46.56	46.56	62.13	82.00
41-45	30.88	40.31	51.25	51.25	51.25	69.50	92.00
46-50	33.13	44.44	56.50	56.50	56.50	76.88	101.75
51-55	34.63	48.63	61.94	61.94	61.94	84.00	106.75
56-60	35.94	52.69	67.25	67.25	67.25	91.31	111.13
65-70	38.06	56.81	72.44	72.44	72.44	96.25	119.88

Or, you may call Customer Service at (517) 543-5525 for a rate quote.