



*Thank you to all our loyal customers. Whether at a show, our showroom or through the mail, we appreciate all of you. We'd also like to welcome all our new friends. Remember to check all the going ons at our website, [www.wrappedallup.com](http://www.wrappedallup.com). This is the best way to keep updated throughout the year. If you have any comments or suggestions, we'd love to hear from you. There is a place on the web for suggestions. We are always striving to serve you better.*

*Have a Great Year!  
Mocha and Friends*



## **We want you to be happy doing business with us, so please take a moment to read the following information:**

ORDER INFORMATION: You can download an order form from our website - [www.wrappedallup.com](http://www.wrappedallup.com)

**Our minimum order is only \$50. Orders less than the minimum will incur a \$5 service charge.** Orders are shipped via UPS so we must have a street address for shipping. Your Business or home phone number is required to process your order and your fax number would be appreciated. Remember: Free Freight when your purchase totals \$500 or more to anywhere in the continental U.S.

BY PHONE: Call us toll free at 888-635-WRAP (9727) or (916) 635-1310. Hours are M, W, Th, Fr; 9:30 am-4:30 pm, Sat; 10 am-2 pm (PST). To save time please be prepared with your bankcard (visa or mastercard) information. Also, it would be appreciated if you would have stock numbers for the items you wish to purchase.

BY FAX: 24 hour fax (916) 635-3565. Incomplete information may delay shipment of your order. All fax orders will be confirmed by fax or phone so that you can be assured that we received your order. If you do not hear from us within 24 business hours please call.

BY MAIL: Please be sure to send all information. Customers who wish to mail a check in advance with their order should call first for order total. Orders in our system waiting for checks run the risk of back orders. We do not hold inventory without the security of payment. We recommend a credit card to secure the order.

Our mailing address is: Wrapped All Up • 11345 Trade Center Dr. • Suite 600 • Rancho Cordova, CA 95742.

OR: [www.wrappedallup.com](http://www.wrappedallup.com).

PAYMENT METHODS: We CANNOT ship on Net 30 terms without checking credit references (which may delay your order 4-6 weeks). Please fax this information along with an order of at least \$250. Reorders less than \$100 will ship C.O.D. or Visa or Mastercard. Request that this order be processed for credit (be sure to send a list of your verifiable business references). Merchandise will NOT be shipped to an account of more than 15 days past due and a finance charge of 1.5% per month will be assessed on all past due accounts. A \$25 charge per occurrence will be assessed on all returned checks and account status will be changed to credit card only.

TO EXPEDITE YOUR ORDER, PLEASE CHOOSE ONE OF THE FOLLOWING OPTIONS:

- Prepay your order with a money order or certified check for the full invoice amount including shipping-call for total
- Charge your order on Visa or Mastercard.
- C.O.D. - Company check or money order/certified check. There is a \$6 (at time of printing) UPS charge for this service which will be added to invoice.

SHIPPING: We strive to ship orders within 48 business hours of receipt FOB, Rancho Cordova, CA (unless your order qualifies for the free freight \$500 or more within the continental U.S.). Our standard shipping method is UPS ground service. At certain busy periods of time orders may be delayed. Buyers agree to pay all freight charges for orders below the free freight minimum and/or outside the continental U.S. We assess a \$5 service charge on all orders shipped through the US postal service (and the order may be delayed).

BACK ORDERS: All back orders under \$50 will be canceled without notice. We do our best to maintain a constant supply of inventory but do occasionally get caught between shipments. Please be assured we do our best to fill your orders completely.

RETURNS OR CLAIMS: If you have a problem with an order, you must notify Wrapped All Up within 3 days of receipt. No UNAUTHORIZED returns. There is a 20% restocking fee, plus shipping and handling will be charged on authorized returns. Returns must be in original packaging and all packages returned C.O.D. will be refused.

CALIFORNIA ORDERS: The state requires a signed certificate of resale on file in our office to exempt your order from sales tax. Be sure to inform us with your order if you will be using a resale number for your order.

IF YOU ARE IN OUR AREA: You are welcome to come visit our showroom. Our hours are 9:30 am - 4:30 pm M-W-TH-F, Saturdays 10 am - 2 pm. Call for or check web for directions.

### **IMPORTANT CATALOG NOTES:**

- **All unit pricing in this catalog are for single color and /or styles (unless otherwise noted!)**
- **We did our best to insure the accuracy of colors, dimensions, and prices within this catalog - BUT be aware that colors and sizes may vary.**
- **Wrapped All Up does not anticipate any price increases mid-catalog, however prices are subject to change without notice and all invoices will be billed at prevailing prices.**

**Ph: 916.635.1310**

**Toll Free 888.635.9727**

**Fax: 916.635.3565**

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