

# **WOW'S PRODUCT DELIVERY POLICY**

## **I.**

### **General Information**

- 1. WOW's management knows customers want to get their products as soon as possible, and we do everything within our power to expedite fast delivery.**
- 2. Many variables, however, are involved that effect delivery time. Examples: The size of your order—physical size and dollar value? When you placed your order where you 100% clear about what you ordered? If you were unclear, how long does it take to communicate with you and resolve the ambiguity? How did you pay for your order: Cash? Money order? Check? Credit card? Does the physical size require construction of special strong packaging? Is it a standard product or a special product? Your location: Within the continental 48 US states? Alaska or Hawaii? Within the Free World? In a major urban area or a remote hard to access area? How reliable is the delivery system in your area? Time of the year—high peak seasonal demand on the lab that does the printing? And, if you are outside the US, what delays are created by customs control in your nation? These variables have an enormous impact on delivery time.**
- 3. WOW uses two well established, respected, efficient, excellent, well organized, professional color labs, one far more than the other one. The main go-to lab is Bay Photo Lab, located in Northern California. This lab is extraordinarily efficient. During seasonal peak demands, they typically maintain 2-3 8-hour shifts 24/7, to expedite timely deliveries.**
- 4. As a generalization, WOW's owner is a sustained perfectionist, highest quality, control fanatic. This fact is like a two-edge sword in that it cuts two ways: for and against you. It works to your advantage because WOW's owner will never send to the lab any digital image before he has perfected it for printing. Given time constraints on WOW's owner, the time it normally takes to do this final quality control check can take up to 7-days. Normally, however, it can be done within 6-48 hours.**

5. If WOW's owner cannot do the final high quality control check within 7-days he will cancel your order and refund your money in full or try to contact you to explain the situation and try to find out what course you prefer.

6. As a generalization, if you live within the US, especially one of the continuous 48 lower states, and you use a credit card to pay for your order, approximately 95% of the time you should receive your order—if it is a typical order [1-30 paper prints not in a huge size that requires special packing]—within approximately 7-10 business days, and, perhaps less, if you are closer to Northern California where the lab that does most of the printing is located.

7. As a generalization, if you live in Alaska or Hawaii, if you use a credit card to pay for your order, and you do not order anything huge that requires special packing, the odds are high that you will receive your order within 10-14 business days.

8. As a generalization, if you live in Canada, Latin America, Western Europe, Africa, Japan, Korea, Australia, or any where near any of those areas, if you use a credit card to pay for your order and you order a normal quantity and size of product, the odds are high that your order will be delivered to a post office or customs inspection office in your nation in approximately 16-20 days [perhaps a bit less], but how long it takes the customs folks in your nation to release the product to you is an unknown variable.

## II.

### Tips to Speed Up Delivery

1. Always be 100% clear and specific about what you are ordering.
2. Confirm your order via email sent to [pmancus@comcast.net](mailto:pmancus@comcast.net) because many customer's handwriting is illegible or voice messages are unintelligible.
3. Pay with a credit card.

## III.

### Important Considerations

1. Shipping carriers are forecasting longer than normal transit times.

2. We recommend placing orders early to account for any delays on the part of the shipping carriers.
3. Lab production turnaround times are longer than usual due to high volume.
4. Lab production times are not guaranteed.
5. Both labs that WOW uses pride themselves on quality, consistency and fast production.
6. Maintaining high quality and striving to achieve perfection will always come *before* striving to achieve fast delivery, but the labs strive to achieve both, simultaneously.
7. Depending on what you order, there may be factors (special requests, unclear instructions, production problems, etc.) that might cause an order to be delayed.
8. Production times for mounting, lamination, creating a photo album or book and other additional services are added to the print's production time, cumulatively.
9. If you order a huge print [up to 90" long longest edge] time is required to create from scratch a special wood crate to protect that large print from damage during transit.
10. Overnight shipping and rush printing services are available upon special request at additional charges. Contact us to discuss [[pmancus@comcast.net](mailto:pmancus@comcast.net)].
11. If you need an order completed in less than the normal turnaround time, please promptly arrange for a "rush" option.
12. Shipping fees and delivery times for the MetalPrints, Acrylic Prints, Canvas, Wood Prints, and Framed Prints catalogs vary depending on the size of the print(s) ordered.
13. Due to shipping requirements and the potential for damage, some products must be crated at an additional cost. This includes all MetalPrints over 30" on the short side or over 40" in length, as well as all Canvas Prints 40" and over on the short side or 60" over in length.
14. If you reside outside of the contiguous United States, including Alaska and Hawaii, please contact [Bay Photo Labs at +1 800-435-6686](tel:+18004356686) regarding your shipping preferences and find out what is available *before* placing your order with WOW.
15. Neither WOW or either lab that WOW uses for order fulfillment is responsible for duties and taxes required for international shipping and/or delays caused by customs control in any foreign nation.

**16. Shipping Quotes are available for large orders or orders shipping to international destinations. Please contact Bay Photo Lab at [support@bayphoto.com](mailto:support@bayphoto.com) with the details of what will be in the order and the address it will be shipped to *before* placing your order with WOW.**

**17. Shipping times are listed as business days and do not include lab production times.**

**18. Shipping transit times are dependent on the carrier's ability to deliver on time and are not guaranteed by WOW or Bay Photo Lab.**