



**CONTACT**

Graham Kandiah Customer Service is available Monday through Friday, 9AM to 5PM (EST). Every effort is made to respond to inquiries within 24 hours.

**BY EMAIL:**

customerservice@grahamkandiah.com

Please include the email address and phone numbers you prefer us to use to reply to you.

For questions regarding an order please include the order number.

**BY TELEPHONE:** 917.670.2801

If possible, please email for quickest reply!

**FOR RETAIL RETURNS:**

Returns to Graham Kandiah must be made within 15 days from the date of delivery in perfect condition with all tags attached.

Please enclose your packing slip, noting the reason for the return and the action you wish taken.

Please ship prepaid and insured to:

**GRAHAM KANDIAH**

43 Drexel Drive

Bay Shore, NY 11706

ATTN: ONLINE RETURNS **Required**

631.951.3711

**IMPORTANT INFORMATION**

Graham Kandiah ships all orders via FedEx. Orders received by 12 noon Eastern Standard Time, Monday-Friday, will be processed that same day.

**FEDEX HOME**

A Ground service offering delivery Tuesday - Saturday. Your order should arrive 2 to 5 business days after it is shipped. Should you request delivery to a business location delivery would be via FedEx Ground.

**FEDEX NEXT DAY DELIVERY (PRIORITY)**

Offers delivery Monday - Friday. Your order should arrive 1 business days after it is shipped by 10:30 AM.

**FEDEX NEXT DAY DELIVERY (STANDARD)**

Offers delivery Monday - Friday. Your order should arrive 1 business days after it is shipped by 5 PM.

**FEDEX 2ND DAY DELIVERY**

Offers delivery Monday - Friday. Your order should arrive 2 business days after it is shipped.

**Delivery charges for Alaska and Hawaii** will be sent in a separate email or fax for your confirmation.

**INTERNATIONAL ORDERS**

International orders are shipped via FedEx International Priority or International Economy. Priority delivery takes an estimated 1 to 4 business days and Economy takes an estimated 2 to 14 business days depending on the region.

Along with an order confirmation customers requesting international service will receive the cost for Priority and Economy delivery. Due to the cost of international service and because duty and taxes are involved approval of the selected service is **required**. Please make sure your contact information is correct.

**INTERNATIONAL DUTY & TAX**

All duties and taxes assessed on orders sent outside of the United States are the responsibility of the recipient. If a Certificate of Origin is required there will be a \$15 document fee.

Shipping Rates	Fed Ex Home	Fed Ex 2nd Day	Standard Overnight	Fed Ex Priority Overnight
Up to 50.00	\$16.00	\$33.50	\$57.00	\$64.00
50.01 to 95.00	\$18.00	\$35.50	\$59.00	\$66.00
95.01 to 150.00	\$20.00	\$50.50	\$78.00	\$87.72
150.01 to 225.00	\$22.00	\$52.50	\$80.00	\$89.75
225.01 to 500.00	\$26.00	\$62.75	\$94.00	\$106.75
500.01 to 750.00	\$28.00	\$76.50	\$108.50	\$117.50
750.00 to 1000.00	\$32.00	\$89.50	\$119.50	\$131.00
1000.01 or more	\$36.00	\$101.00	\$133.00	\$144.00



**DELIVERY INFORMATION**

Graham Kandiah makes every effort to ship all items together; but it is not always possible to do so. If any items on your order are unavailable at the time you place it, they will be shipped out as they become available.

**TAX**

Sales tax will be charged to all orders that are shipped to New York State, based on the value of the merchandise. In the event of a return, sales tax will be credited.

Prices in this catalogue, **Graham Kandiah Holiday & Resort (Vol.7)**, are good through June 1, 2008 with the possible exception of shipping prices should the fuel surcharge escalate. Graham Kandiah reserves the right to refuse or cancel any orders placed for products listed at an incorrect price due to a typographic error.

Descriptive errors are subject to correction.

