

Lobster Gram[®]

4664 N Lowell Ave, Chicago, IL 60630
 LobsterGram.com 1-800-LIVE-LOB (1.800.548.3562)

Contact Phone: _____
 E-Mail Address: _____

MY ORDER: PLEASE SHIP THESE TO MY ADDRESS			
Item # / Description	Quantity	Price Ea.	Total Price
		Sub Total:	\$ _____
Gift Message: _____		Total (Incl. Shipping):	\$ _____
		Ship to arrive by:	
		_____ / _____ / _____	

PLEASE SHIP THE FOLLOWING GIFTS TO THE NAMES LISTED BELOW.			
Item # / Description	Quantity	Price Ea.	Total Price
		Sub Total:	\$ _____
Gift Message: _____		Total (Incl. Shipping):	\$ _____
		Ship to arrive by:	
		_____ / _____ / _____	

Phone # _____

Item # / Description	Quantity	Price Ea.	Total Price
		Sub Total:	\$ _____
Gift Message: _____		Total (Incl. Shipping):	\$ _____
		Ship to arrive by:	
		_____ / _____ / _____	

Phone # _____

Item # / Description	Quantity	Price Ea.	Total Price
		Sub Total:	\$ _____
Gift Message: _____		Total (Incl. Shipping):	\$ _____
		Ship to arrive by:	
		_____ / _____ / _____	

Phone # _____

Item # / Description	Quantity	Price Ea.	Total Price
		Sub Total:	\$ _____
Gift Message: _____		Total (Incl. Shipping):	\$ _____
		Ship to arrive by:	
		_____ / _____ / _____	

Phone # _____

PLEASE SHIP THE FOLLOWING GIFTS TO THE NAMES LISTED BELOW.

	Item # / Description	Quantity	Price Ea.	Total Price
	Sub Total:			\$
Gift Message:	Total (Incl. Shipping):			\$
	Ship to arrive by:			____/____/____
Phone # _____				

	Item # / Description	Quantity	Price Ea.	Total Price
	Sub Total:			\$
Gift Message:	Total (Incl. Shipping):			\$
	Ship to arrive by:			____/____/____
Phone # _____				

METHOD OF PAYMENT				
<input type="checkbox"/> Visa	<input type="checkbox"/> Master Card	<input type="checkbox"/> Discover		
<input type="checkbox"/> American Express	<input type="checkbox"/> Check Enclosed	<input type="checkbox"/> Gift Certificate		
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	CVV #: _____
Exp. Date (Mo./ Yr.)	Customer Signature _____	ITEM TOTAL		
<input type="text" value=""/>	<input type="text" value=""/>	\$		
		SALES TAX (if applicable)		
		\$		
		ORDER TOTAL		
		\$		

Ordering Information

TO ORDER

Order online at LobsterGram.com, by phone 1-800-LIVE-LOB (1-800-548-3562), fax 773-427-5174 or mail to: Lobster Gram, 4664 N Lowell Ave, Chicago, IL 60630. Your Gift List can also be emailed to you as a pdf file - send requests to: customerservice@livelob.com.

SHIPPING & PROCESSING INFORMATION

Calculate your Total Order Amount by the total of your products (do not include applicable tax).

Continental U.S. Shipping & Handling Rates				
TOTAL ORDER AMOUNT	STANDARD (1-2 DAYS)	EXPEDITED (1 DAY)	PRIORITY (1 DAY)	SATURDAY (1 DAY)
\$0.01 to \$24.99	\$19.95	\$25.95	\$30.95	\$40.95
\$25 to \$49.99	\$22.95	\$28.95	\$33.95	\$43.95
\$50 to \$74.99	\$24.95	\$30.95	\$35.95	\$45.95
\$75 to \$99.99	\$27.95	\$33.95	\$38.95	\$48.95
\$100 to \$124.99	\$29.95	\$35.95	\$40.95	\$50.95
\$125 to \$149.99	\$32.95	\$38.95	\$43.95	\$53.95
\$150 to \$174.99	\$34.95	\$40.95	\$45.95	\$55.95
\$175 to \$199.99	\$36.95	\$42.95	\$47.95	\$57.95
\$200 to \$224.99	\$39.95	\$45.95	\$50.95	\$60.95
\$225 to \$249.99	\$41.95	\$47.95	\$52.95	\$62.95
\$250 to \$274.99	\$44.95	\$50.95	\$55.95	\$65.95
\$275 to \$299.99	\$46.95	\$52.95	\$57.95	\$67.95
\$300 and up	14% of order	14% of order	14% of order	14% plus \$19

Note: Use Priority rates for deliveries to Alaska and Hawaii.

STANDARD – is not available for live lobster packages, only frozen. Shipping takes 1 - 2 days and deliveries are by 8:00 pm to residences, and 5:00 pm to businesses. Frozen packages should be scheduled to arrive 1 day prior to preparation to allow thawing time.

EXPEDITED – is the method required for all LIVE MAINE LOBSTER packages. Deliveries are by 8:00 pm to residences, and 5:00pm to businesses the next business day after being shipped. See Priority Overnight if you need next-day service to a remote area, Alaska or Hawaii.

PRIORITY – is the method required for all LIVE MAINE LOBSTER packages shipping to remote areas. Deliveries to non-remote areas can arrive by 1:00 pm (or earlier depending on zip code), and 8:00 pm to remote areas the next business day after being shipped. Live lobster delivery is not normally available to Alaska, Hawaii and

Puerto Rico; however we can ship lobster tails and other frozen items. Please call for more information about potential live lobster deliveries.

SATURDAY – is available to most city and suburban areas. Deliveries are between 8:00 am and 1:30 pm. Call us to verify that your location is serviced.

GROUND – arrives in 1 – 7 days after being shipped. Arrival days are Monday – Saturday.

SUNDAY AND MONDAY DELIVERIES – of perishable items are not available.

Couriers do not guarantee normal, specific delivery times during major holiday seasons or during weather delays.

The courier may leave the package at the door if no one is home. Recipients in apartment buildings should be home to sign for their package to ensure delivery. The driver may require a signature if they feel it is an unsafe location to leave a package. Sending to a business address can be a good option to consider.

Lobster Gram cannot be responsible for contacting recipients regarding package delivery dates. Package delivery cannot be guaranteed if any address information provided to us is incorrect. Products ordered together may be shipped separately.

TAX

Add 2 1/4% sales tax on the product total (not including shipping), to any order being shipped or mailed into the state of Illinois. This excludes Dollar-Amount Gift Certificate purchases.

IMPORTANT NOTES

All live Maine lobster packages must be prepared on the day the package arrives. If you are unsure of your recipient's plans, we recommend sending a gift certificate. Any other Lobster Gram gift package is always best when consumed as soon as possible after delivery.

We are unable to deliver food packages to P.O. boxes, FPO's or APO's; however gift certificates can be sent via US First Class Mail. We currently deliver food items only to the U.S., but please call for Puerto Rico.

Major holidays and weather conditions may change delivery availability. We appreciate one to two weeks advance notice for orders placed to arrive by Christmas, New Year's Eve, Valentine's Day, Mother's Day or Father's Day to ensure availability. We reserve the right to make sub-

stitutions of equal or greater value, if items become unavailable.

Prices subject to change without notice. While we make every effort to ensure the accuracy of all information, we reserve the right to make corrections if an error occurs.

RETURNS AND REFUND POLICIES

GIFT CERTIFICATE PURCHASES:

- **Exchange Policies:**
Create-A-Gram and Your Choice gift certificates can be redeemed for the equal dollar value's worth of product.

- **Refund Policies:**
If a purchaser wishes to return a gift certificate for credit, we must receive the certificate along with the purchaser's phone number, via trackable delivery (FedEx, UPS, etc.), or certified mail. Lobster Gram will contact the purchaser to confirm receipt, and at that time the credit will be issued to that cardholder only.

- **Lost or Stolen:**
Lobster Gram is not responsible if a gift certificate is lost or stolen after it is received. However, please notify us if this does occur.

GOURMET PRODUCTS

SHIPPED DIRECTLY TO RECIPIENT:

- Lobster Gram guarantees every product to provide 100% Happiness. Your Lobster Gram package will arrive in either a frozen or chilled state. Packages containing live Maine lobsters are guaranteed to arrive alive. If you are unsure whether your lobsters are alive upon arrival, we ask that you call us immediately at 1-800-LIVE-LOB (1-800-548-3562), or go to LobsterGram.com

- If you have any questions, problems or concerns regarding an order, we ask that you notify us immediately for assistance, or by the next business day after receiving your order. Lobster Gram's hours of operation are: Mon. – Thurs. 9 a.m. – 6 p.m. and Fri. 9 a.m. – 5 p.m. ET. Saturday and Sunday hours available during the holiday season. Our offices are closed for major holidays. If you are not fully satisfied with your order, we will either replace the necessary items, issue a gift certificate for their value or issue a credit to the cardholder for the amount of the items in question. Please do not discard any packaging until you are completely satisfied with the product.