



**www.HouseofStaunton.com**  
**(256) 858-8070**  
**customerservice@houseofstaunton.com**  
**FAX: 256.851.0560**

**Online** - Order 24 hours a day at [www.houseofstaunton.com](http://www.houseofstaunton.com) Check out the web site for up to the minute pricing and sales events.

**By Phone** - Call 256.858.8070. Our experienced chess specialists are available to help you with your order via our toll free chess hotline available Monday – Friday 9:00 am – 5:00 pm Central Standard Time. Expanded phone sales hours are offered during the Holiday Shopping Season.

**By Email** - You can also email us your orders and questions to [customerservice@houseofstaunton.com](mailto:customerservice@houseofstaunton.com). When ordering via email, please make sure to include all of the information requested on this order form.

**By Mail** - Complete the order form and mail it with payment to:

**The House of Staunton**  
**288 Dunlop Boulevard, Building 400**  
**Huntsville, AL 35824**

We accept Checks, Money Orders and Credit Card payments via mail. We're sorry, but we can't accept any responsibility for cash payments sent via mail.

**By Fax** - Fax us your orders and questions to 256.851.0560. When ordering via fax, please include the completed order form with payment information or purchase order. We gladly accept purchase orders from schools and organizations.

**Billing Information:**

Name \_\_\_\_\_  
 Street \_\_\_\_\_ Apt No \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 Zip \_\_\_\_\_ Country \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_  
 Phone (Other) \_\_\_\_\_  
 Email \_\_\_\_\_  
 Website \_\_\_\_\_

How did you hear about us?

US Chess Member  Ad  Website  Other

**Ship To:**

Please check here, if this is a gift shipment.  
 Name \_\_\_\_\_  
 Street \_\_\_\_\_ Apt No \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 Zip \_\_\_\_\_ Country \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_  
 Email \_\_\_\_\_  
 GiftMessage \_\_\_\_\_

Residential Address  Commercial Address

ADD \$5.00  
 FOR  
 P.O. BOXES

PAGE	QTY.	ITEM#	DESCRIPTION	PRICE	TOTAL

You can use this form to order by fax or mail or to prepare your order for submission by phone or email.

**Forms of Payment:**  Money Order  Check  Credit Card

Note: Checks and Money Orders subject to up to two (2) weeks hold. Make checks payable to The House of Staunton.

Charge My:  Master Card  VISA  American Express  Discover

Name \_\_\_\_\_  
 Credit Card Number \_\_\_\_\_  
 Expiration Date \_\_\_\_\_ Security Number (on back) \_\_\_\_\_  
 Signature \_\_\_\_\_

Merchandise Subtotal	
Discount	
Shipping Charges (See back of this form)	
AL Residents: Add 9% State & Local Tax	
Donations to US Chess	
<b>TOTAL</b>	

## DELIVERY AND PROCESSING

Most purchases are shipped from our warehouses and arrive within 5-7 business days of the receipt of your order. If any delay is anticipated, we will notify you by mail or email. Some items are shipped directly from our suppliers and may take longer to arrive. Also, items ordered together may not arrive in the same box.

We provide delivery service with both FedEx and the United States Postal Service. As a default, we use FedEx unless your package is being shipped to a post office box, military address or you have a personal preference for United States Postal Service. All packages are shipped via trackable and insured methods.

## DELIVERY AND PROCESSING SURCHARGES

Because some items may be bulky, large or heavy, they have a delivery and processing surcharge listed in parentheses (\$00) after the price. This charge is in addition to the regular delivery and processing charges in the rate schedules.

\*\*\*Please note: Additional shipping surcharges are indicated in parenthesis (\$X) where applicable.

## HOUSE OF STAUNTON SALES WON'T BE BEAT ON PRICE!

We'll match the product prices of Internet-based Chess Specialty Shops in the United States.

**The Details:** At the time of sale, we will price match all Internet-based Chess Specialty Shops in the United States. We are sorry, but price matching cannot be requested after the order has shipped.

**Our Price Match Guarantee** covers one price match per identical item, per customer, at the current pretax price available to all customers. Our ability to allow the purchase of higher quantities of items via price match is subject to item availability, which is determined at our sole discretion.

**Our Price Match Guarantee** also includes discounted/free shipping offers, when performed in conjunction with item price match.

**Our Price Match Guarantee does not cover:** The prices of retailers that do not focus solely in the sale of chess-related products. This include such general retailers as Amazon.com, eBay.com and Barnes & Noble.

Competitors' special daily/hourly sales or discounts that are not currently active (either expired or future).

For all terms, conditions and FAQ, please visit our website at <http://www.houseofstaunton.com/pricematch> and the phone is 256.858.8070.



**THE HOUSE of STAUNTON**

## Continental United States Ground Delivery and Processing Schedule

Please add \$15.00 for shipping to Hawaii, Alaska, Military and US Territories. Please add \$5.00 for P.O. Boxes due to fact that Fedex and UPS won't deliver. Please note Delivery and Processing Surcharges may apply.

Total Amount of Your Order	Shipping Cost
\$0.01 - \$100.00	\$10.95
\$100.01 and above	FREE

We reserve the option to not honor website discounts and coupons on orders whose shipping charges are based solely upon the amount of the order.

## FREE WORLDWIDE SHIPPING

Free Worldwide Shipping is eligible to the United States and 118 foreign countries! This includes Canada, Mexico, United Kingdom, China, Sweden and even the United Arab Emirates (UAE).



The full list of eligible countries can be found at [www.houseofstaunton.com/free-worldwide-shipping](http://www.houseofstaunton.com/free-worldwide-shipping)

## THE HOUSE OF STAUNTON RETURN POLICY

The Item Return Policy of The House of Staunton depends on the item/s that were ordered. There are numerous classes of products that have their own unique return policy. Please review the list below to find the return policy that best describes the item/s you wish to return. Once you have reviewed the policies and confirmed that your purchase is eligible for return, please contact us for specific return instructions, including an RMA (Return Merchandise Authorization) Number.

**Item Returns - Computer Software and DVDs**  
Computer Software and DVDs can only be returned or exchanged if the product is in its original, shrinkwrapped packaging and has not been installed or used in any way. Once you open the packaging of a Computer Software or DVD title, it can only be exchanged for the same title if the original media is defective. There are NO exceptions to this rule.

**Item Returns - Custom Orders**  
Custom Orders, such as items that have been engraved or printed to your specifications, can not be return/exchanged under any circumstances. Any fees associated with the customization of that item are not refundable.

**Item Returns - All Other Items**  
You have three weeks (30 calendar days) from the date your package is shipped to notify us that you wish to return an item. Once we have been notified of your intent to return an item, you have two weeks (14 calendar days) from the date of approval of return request to have the item returned to us and in our possession.

All shipping charges, including those that you paid to originally receive the package, are NOT refundable.

If the item being returned was part of a free shipping promotion, you will be responsible for the original shipping costs for that item, which will be deducted from any return or credit owed.

All Returns are subject to a 15% restocking fee, unless the item is exchanged. We will waive the restocking fees on items exchanged for an item of equal or greater value.

An RMA (Return Merchandise Authorization) number is required for all returns. We will refuse all packages which do not have an RMA # clearly marked on the outside of the package. Please make sure it is CLEARLY WRITTEN AND VISIBLE.

Please contact us at [customerservice@houseofstaunton.com](mailto:customerservice@houseofstaunton.com) or 256.858.8070 for questions about returns.



Why Settle For Less  
When You Can Own The Legend?

