

**PURCHASER BILLING INFORMATION**

**Credit Card Billing/Mailing Address:**

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ Apt. or Ste. # \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Billing Phone: \_\_\_\_\_  
 Alternate Phone: \_\_\_\_\_  
 E-Mail Address: \_\_\_\_\_  
 How did you hear about us? \_\_\_\_\_  
 Promotion Code (if applicable): \_\_\_\_\_



4664 N LOWELL AVE, CHICAGO, IL 60630  
 LIVELOB.COM ★ GOURMETGRAM.COM  
 1\*800\*548\*3562

**PURCHASER SHIPPING INFORMATION  
 (if different from Billing Information):**

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ Apt. or Ste. # \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**MY ORDER: PLEASE SHIP THESE TO MY ADDRESS**

Item #	Quantity	Price	Desired Arrival Date:
Item Subtotal:		\$	
Shipping Subtotal:		\$	
Gift Message:			

**PLEASE SHIP THE FOLLOWING GIFTS TO THE NAMES LISTED BELOW.**

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ Apt. or Ste. # \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

Item #	Quantity	Price	Desired Arrival Date:
Item Subtotal:		\$	
Shipping Subtotal:		\$	
Gift Message:			

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ Apt. or Ste. # \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

Item #	Quantity	Price	Desired Arrival Date:
Item Subtotal:		\$	
Shipping Subtotal:		\$	
Gift Message:			

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ Apt. or Ste. # \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

Item #	Quantity	Price	Desired Arrival Date:
Item Subtotal:		\$	
Shipping Subtotal:		\$	
Gift Message:			

METHOD OF PAYMENT (Please list all numbers on card.)  
 Visa       Master Card       Gift Certificate (enter on signature line)  
 American Express       Discover       Check or Money Order Enclosed

\_\_\_\_\_  
 Exp. Date (Mo./Yr.)      Customer Signature \_\_\_\_\_

ITEM SUBTOTAL	\$
SALES TAX* (if applicable, see details pg. 2) Do not include shipping.	\$
SHIPPING SUBTOTAL	\$
ORDER TOTAL	\$

## Ordering Information

### TO ORDER

Order online at LiveLob.com®, by phone 1-800-548-3562, or by fax 773-427-5174. MasterCard, Visa, Amex and Discover are all welcomed.

### SHIPPING & PROCESSING INFORMATION

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

CONTINENTAL U.S. SHIPPING & HANDLING CHARGES				
Total Order Amt	Standard 2-Day	Expedited Overnight	Priority Overnight	Saturday Delivery
\$0.01 to 24.99	\$20.76	\$26.89	\$31.79	\$41.79
\$25 to 49.99	\$23.21	\$29.34	\$34.24	\$44.24
\$50 to 74.99	\$25.65	\$31.79	\$36.69	\$46.69
\$75 to 99.99	\$28.11	\$34.24	\$39.14	\$49.14
\$100 to 124.99	\$30.56	\$36.69	\$41.59	\$51.59
\$125 to 149.99	\$33.01	\$39.14	\$44.04	\$54.04
\$150 to 174.99	\$35.46	\$41.59	\$46.49	\$56.49
\$175 to 199.99	\$37.91	\$44.04	\$48.94	\$58.94
\$200 to 224.99	\$40.36	\$46.49	\$51.39	\$61.39
\$225 to 249.99	\$42.81	\$48.94	\$53.84	\$63.84
\$250 to 274.99	\$45.26	\$51.39	\$56.29	\$66.29
\$275 to 299.99	\$47.71	\$53.84	\$58.74	\$68.74
\$300 and up	15.93% of order total	15.93% plus \$5	15.93% plus \$9	15.93% plus \$19

NOTE: Use Priority rates for deliveries to Alaska and Hawaii. Rates may change without notice due to surcharges from by our courier.

**STANDARD** – is available for frozen packages, NOT live lobster or Fresh Catch items. 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 & Fresh Catch packages. Deliveries are by 4:30 pm 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 are by 12:00 pm to most city and suburban areas, and 4:30 pm to remote areas the next business day after being shipped. Live lobster delivery is not available to Hawaii; however we can ship lobster tails and other frozen items. Please call for more information about potential live lobster deliveries to Alaska or Puerto Rico.

**SATURDAY** – is available to most city and suburban areas. Deliveries are between 8:00 am and 1:30 pm. Call if you are unsure whether your location is serviced.

**SUNDAY AND MONDAY DELIVERIES** of perishable items are not available. Couriers do not guarantee delivery times during major holiday seasons or weather delays.

**DELIVERY NOTES** - 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. Drivers 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.

### \*SALES TAX

Add 2.25% 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 service.

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 substitutions 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 Gift Gram gift certificates can be redeemed for the equivalent 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 LiveLob.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. – Fri. 8 a.m. – 8 p.m. ET, Sat. 10 a.m. – 6 p.m. ET and Sun. 11 a.m. – 5 p.m. ET. 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. We reserve the right to conduct an investigation into claims that are potentially fraudulent. Please do not discard any packaging until you are completely satisfied with the product. On occasion, Lobster Gram may deem it necessary to have the package returned to us for inspection.

**THANK YOU FOR YOUR ORDER!**