



*Celebrating Mortensen Math since 1972!! :-)*

09-17-17-1221 PT

**POLICIES**

**SHIPPING, REFUNDS, MISCELLANEOUS**

**SHIPPING**

We generally **require a signature**. **Contact Fedex:** 1-800-GO-FEDEX  
We generally ship via Fedex Ground, otherwise by USPS Priority Mail - occasionally USPS Media Mail.  
Free Shipping To Continental USA

Request QUOTE for shipping to non-continental USA & Territories, or International

**REFUNDS**

No cash refunds. Credit exchanges only with RMA. Email 1st for RMA:

**Email: [MortensenMath@iCloud.com](mailto:MortensenMath@iCloud.com)**

**Printed Materials - Books, Manuals**

Printed materials will not always be uniform in nature. Books will come in various Formats as we are in transition while upgrading the books to new graphics. We expect to begin offering printed materials electronically as pdfs before the end of 2018 or sooner.

**ORDER PROCESSING TIME**

**Usual: 3 weeks or sooner**

**During Sales: 4-8 weeks or sooner**

In either case - Sales or Non-Sales: If you have not received a Tracking email within 3 weeks,

**PLEASE EMAIL BOTH:**

**Customer Service MMWHQ**

**[MortensenMath@iCloud.com](mailto:MortensenMath@iCloud.com)**

**AND PLEASE CC:**

**Shipping Fulfillment Associates**

**[Shipping.MortensenM@iCloud.com](mailto:Shipping.MortensenM@iCloud.com)**

**How To Order through a Reseller PayPalMe Link**

**OR**

**OTHER PayPal Method - GUEST CHECKOUT etc.**

**NOTE regarding RESELLERS**

Please order through your favorite Reseller. For LINKS see:  
**[MortensenMathDirect.com](http://MortensenMathDirect.com)**



**NOTE regarding SHIPPING charges:**  
Shipping To Continental USA is FREE  
For International or NON-Continental USA & Territories  
FIRST SEND US A QUOTE REQUEST.

Please put in the SUBJECT LINE:  
QUOTE REQUEST

Email: [MortensenMath@iCloud.com](mailto:MortensenMath@iCloud.com)  
AND PLEASE CC:  
[Shipping.MortensenM@iCloud.com](mailto:Shipping.MortensenM@iCloud.com)

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**SHIPPING TO HAWAII**  
USPS Priority - approx 3 biz days  
KCOM - COMBO KIT - 1 SINGLE: \$40  
KCOMQVP - COMBO KIT - 1 CASE (4): \$65

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**SHIPPING TO CANADA**  
Fedex Ground  
KCOM - COMBO KIT - 1 SINGLE: \$?? - TBA  
KCOMQVP - COMBO KIT - 1 CASE (4): \$46

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## HOW TO ORDER IF YOU HAVE A PAYPAL ACCOUNT ALREADY:

1. Follow a RESELLER's PAYPAL ME LINK, for example:  
Ben Rogers/Crewton Ramone's House of Math **PAYPALME Link:**  
[paypal.me/CrewtonRamone](https://paypal.me/CrewtonRamone)
2. IT WILL ASK YOU TO **LOG IN TO YOUR PAYPAL ACCOUNT**
3. **ENTER THE AMOUNT** TO PAY AS (in this case) \$120 (This is the Combo Kit SALE price \$80 + Shipping to Hawaii \$40)
4. **SELECT** "GOODS OR SERVICES"
4. **CHOOSE HOW YOU WANT TO PAY** (here it gives you OPTIONS, i.e. Pay From Your PayPal Balance, OR - select an existing CARD you may have associated with your PayPal Account, OR - select "+Add New Card" - Enter a NEW Card to pay with & to associate with your PayPal account. IF you choose to ADD NEW CARD, it gives you the option of ADDING A NEW BILLING Address. ONCE YOU HAVE SELECTED HOW TO PAY, THEN
5. **CLICK ON LEAVE A NOTE**

ENTER YOUR FOLLOWING INFORMATION, PUTTING COMMAS BETWEEN THE PHRASES - RUNNING IT ALL TOGETHER i.e.

LEAVE A NOTE - ENTER LIKE THIS:

**N:**JENNIFER JONES, **SHIP TO RES** (OR SHIP TO BIZ if going to a commercial address such as a business, school, or UPS mailing station, Personal Mailbox, et),

**A:**3254 S Liberty Lane Malabar Rhode Island 09423, **T:**304-567-8901,

**E:**MaryMarker@gmail.com, **KCOM-1 Sale \$80, ANSKCD-1 SALE \$20, BL1set-1 SALE \$2.25x50=\$112.50, T: \$279.86 (etc)**

IN YOUR CASE: **KCOM-1 SALE \$80 + SHIP TO HI \$40 = \$120,**

## 6. **SEND YOUR PAYMENT**

You may **also** want to **write to Crewton's email address** to tell him you sent him an order through PayPal. He'll get the PayPal email, BUT ALWAYS GOOD TO GIVE A HEADS UP BY SEPARATE EMAIL so your order doesn't get lost in the shuffle:

Crewton Ramone's House of Math **EMAIL:** [CrewtonRamone4Math@gmail.com](mailto:CrewtonRamone4Math@gmail.com)

THEN Crewton or your OTHER favorite Reseller will send me the order.

I will send you and Crewton a SHIPTIX (Shipping Ticket) & CONFIRMATION order was received.



**How To Order through your Reseller's PayPal Me Link  
IF YOU DON'T HAVE A PayPal Account  
09-17-17-1221 PT**

**You can pay with a CARD even if you don't have a PayPal Account or even if you don't have a PayPal Me Account**

**If paying with your Reseller's PayPalMe Link**

1. Follow your reseller's PayPalMe Link
2. Enter amount to pay
3. **select NEXT**
4. IF you have a paypal account you will login  
IF you DON'T have a paypal account you will create a PayPalMe account (you are not required to give any bank account or other personal info)  
**select SIGN UP**
5. Create your Login  
You can select to give either a mobile telnum or a home telnum
6. FINISH CREATING ACCOUNT
7. SEE: "NOW YOU CAN PAY WITH A CARD"
8. Fill in your CARD info  
**Add a NOTE** which tells us what you are ordering - we need:  
[If you mess up and don't add a note - you can send us a separate email - or send it to your reseller giving the details we need.]  
**Example** of what you need to put in the NOTE (run it all together, letting it "wrap" no need to use Enter/Return - instead separate items with commas)  
**Marie Xray, RES (or BIZ):3456 Xray Dr Maryland OK 99123, T:801-765-8456,**  
**E:mxray@geo.com, KCKC-1** (this is our order code for a Combo Kit "Combo") or **KCSKDX-1** (this is our order code for Curriculum Starter Kit Deluxe)
9. SELECT "paying for Goods or Services"
10. Select your SHIP TO Address OR add a new one (see drop down menu)
11. SEND Payment
12. SEE "get your own paypalme Link"
13. Enter a paypalme Link Name of your desire  
If no one else is already using this - it will say OK and you can "GRAB THIS LINK"



As soon as it ships shipping fulfillment associates will send you a TRACKING REPORT with the ETA. Generally they ship by Fedex Ground. Fedex will send you updates as it travels to you. If they try to deliver it to you and no one is there to sign for it - we (and you, and your Reseller) will receive a Delivery Exception stating the newly updated Delivery Schedule. And so on - until you get your package!

**OR**

**In the case of AIR SHIPMENTS To NON-Continental USA, USA Territories, OR INTERNATIONAL locations:** We generally ship through **USPS** and you will get a TRACKING email also.

**IF YOU DO NOT HAVE A PAYPAL ACCOUNT**

You can still Pay with your own CARDS and do not have to be a PayPal member - but can check out as a GUEST. To do this you DO NOT follow a PayPal Me Link.

INSTEAD

You need to contact Crewton Ramone to find out how to order through him another way.

FYI here is Crewton Ramone's PAYPAL ME LINK:

[paypal.me/CrewtonRamone](https://paypal.me/CrewtonRamone)

Here is his WEBSITE:

[Crewton Ramone's House of Math, Hawaii, USA](http://CrewtonRamone'sHouseofMath.com)

**His ORDER PAGE LINK:** I don't know it yet but will obtain it

Here is his **EMAIL ADDRESS:** [CrewtonRamone4Math@gmail.com](mailto:CrewtonRamone4Math@gmail.com)



Mortensen Math World Headquarters  
[PayPal.Me/MortensenMathWorldHQ](https://www.paypal.com/payto/MortensenMathWorldHQ)

## RESELLER LINKS

[Crewton Ramone's House of Math, Hawaii, USA](#)  
[paypal.me/CrewtonRamone](https://www.paypal.com/payto/CrewtonRamone)

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[Geoff White, Canada, Asia](#)  
[PayPal.me/GeoffWhite777](https://www.paypal.com/payto/GeoffWhite777)

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[Anna Tarnowski, Canada](#)  
[Anna Tarnowski's Mortensen Math order page HOW TO ORDER](#)  
[Anna Tarnowski's FALL SALE PRICE LIST 08-09 thru 08-19-17](#)

**This PayPal Me LINK for Anna is just FYI**  
[paypal.me/AnnaTarnowski](https://www.paypal.com/payto/AnnaTarnowski)  
**She prefers to invoice customers**

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[Marilyn Wardrop, Canada](#)

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