

**ORDERING AND DELIVERY**

**DELIVERY:** For most in-stock items delivered via Standard Delivery within the continental United States you should expect to receive your order within 7-10 business days of placing your order, depending on your delivery area. Our Standard delivery charges are per address, for ground service within the contiguous 48 states. For deliveries to Alaska, Hawaii, and Puerto Rico, please call.

0 to \$25 .....	\$5.95
\$25.01-\$50.00 .....	\$7.95
\$50.01-\$75.00 .....	\$12.95
\$75.01-\$100.00 .....	\$14.95
\$100.01-\$150.00 .....	\$16.95
\$150.01-\$200.00 .....	\$18.95
\$200.01-\$250.00 .....	\$20.95
\$250.01-\$400.00 .....	\$22.95
\$400.01 and over .....	8%

**RUSH DELIVERY:** We guarantee overnight delivery for an additional \$25, 2nd day delivery for \$15 or 3-5 day delivery for \$8 on all in-stock items. You must order before 11 a.m. Eastern Time. Delivery time does not include weekend days and holidays. (Sorry, all express delivery is not available on monogrammed items, furniture, and other bulk items.)

**CANADIAN ORDERS:** Orders shipping to Canada can be placed on [thecompanystore.com](http://thecompanystore.com).

**DELIVERY OF FURNITURE AND OTHER LARGE ITEMS:** Some furniture and other large items require special handling and care due to their size and weight. Therefore, these large items have a delivery surcharge, listed by the price of each item. Only available for shipping in the contiguous U.S.

**SIGNATURE REQUIRED:** Please note that regardless of your chosen delivery method, orders with a merchandise value of \$500 or more will require a signature upon receipt of delivery. If your order is sent to you in multiple packages, each will require a signature.

**ERRORS:** Descriptive, typographic, or photographic errors are subject to correction. We reserve the right to limit quantities ordered.



All down products manufactured at Hanover Direct Manufacturing, La Crosse, WI are filled with down that has been certified under the Responsible Down Standard (RDS). RDS was established by Textile Exchange to promote social responsibility and traceability within the down industry. With independent supply chain certification by the third-party auditing company, Control Union, each phase of down sourcing is monitored so you can be confident that the down inside is the most responsibly sourced down in the market.

Find us at    


**CUSTOMER SERVICE**

Call 1.800.289.8508 Mon-Fri 7:00am-9:00pm CT, Sat-Sun 8:00am-5:00pm CT. Address all correspondence to: Customer Service Manager, The Company Store, 2929 Airport Road, La Crosse, WI 54603-1259

**OUR "REST-EASY" GUARANTEE**

If, for any reason, you're not satisfied with a purchase, we will gladly offer you an exchange, refund, or merchandise credit within 90 days of receipt (excluding delivery and service charges). After 90 days, no returns will be accepted, with the exception of Lifetime Guarantee.

**LIFETIME GUARANTEE**

Most products manufactured in La Crosse, WI are covered by our Lifetime Guarantee. Look for this symbol  throughout this catalog. It indicates one of our exclusive items, which carries a Lifetime Guarantee. For additional information, please visit our FAQ's at [thecompanystore.com](http://thecompanystore.com).

**THE COMPANY STORE® GIFT CARD**

Our Gift Cards and E-Gift Cards are available online or by phone. Accepted for online, phone, and outlet store purchases. Gift Cards are shipped free of charge via USPS First-Class Mail and should arrive within five to seven business days. Promotional discounts cannot be applied towards the purchase of a Gift Card.

**MAILING PREFERENCE SERVICE**

We want to be welcome in your home. If you have received our catalogs by mistake, please call us and we will gladly remove you from our mailing list. If you still would like to receive our catalogs, call us and we can offer a subscription frequency that better suits your needs.

**PRIVACY POLICY**

View our policy online at [thecompanystore.com/privacy](http://thecompanystore.com/privacy) or call customer service at 1.800.289.8508.

**MISSING THE ORDER FORM**

If you prefer to order via mail, our traditional order form can be found at [thecompanystore.com/orderform](http://thecompanystore.com/orderform).

**INFANT BEDDING SAFETY INFORMATION**

Fitted sheets should fit snugly and not pull up from the corners. It is important to match your mattress's measurements with our variety of fitted crib sheet sizes. We do not recommend the use of blankets (other than those used for swaddling), soft toys, crib bumpers, sleep positioners, or pillows in cribs with babies under 12 months old.

**MAKE IT PERSONAL WITH MONOGRAMMING**

[thecompanystore.com/monogramming-guide](http://thecompanystore.com/monogramming-guide)  
 Choose from ten styles and twenty-four thread colors. For additional information on pricing, colors, and available styles, visit [thecompanystore.com/monogramming-guide](http://thecompanystore.com/monogramming-guide) or call 1.800.285.3696. Due to their personalized nature, monogrammed items are non-returnable. Please allow an additional 7-10 business days for delivery and gift wrapping.