

EASY ORDERING DETAILS

Security Guard Management

A Division of Arscott Associates, Inc.

3920 Buckboard Court
Dunkirk, MD 20754

Toll Free 1-800-672-3348

Direct 1-301-812-1330

Fax: 1-410-286-3075

E-Mail Sales@SGMnow.com

MAIL & FAX ORDERS

Please remember to:

- Print clearly
- Double check your credit card number and expiration date
- Be sure to include the Credit Card CVV # located on the back of the card
- Include a call back number in case we have questions about your order.

PAYMENT



We accept Visa, MasterCard, and American Express (debit or credit). Be sure to include the billing address for your credit card and the 3 digit CVV number on the back when placing an order. Wire service payments are accepted. Company checks and money orders are also accepted. Orders received using personal checks will not be shipped until the check clears.

NO COD ORDERS

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

**BE SURE TO LIST YOUR SHIPPING ADDRESS
IF IT IS DIFFERENT FROM YOUR BILLING ADDRESS.**

SHIPPING OPTIONS

**WANT FASTER
SHIPPING?**



- All videos, books and CD orders can be shipped FREE in the USA via USPS Media Mail. Please allow 6 to 14 days for delivery. Faster shipping is based on weight, location and service requested.
- Free 3 day shipping for orders \$300 or more via US Post Office, FedEx or UPS within the USA.
- 3-day shipping for orders less than \$300 within the USA there is a \$15.00 shipping and handling fee.
- Overnight orders within the Continental USA are based on weight and destination. There is a minimum charge of \$40 for orders 1 pound or less. Please call or e-mail for exact charges.

Orders received during normal business days (M – F) before 1PM EST will be shipped the same day.

Orders received after 1PM will be shipped on the following business day.

TELEPHONE / FAX



CALL TOLL FREE 1-800-672-3348

SALES REPRESENTATIVES are available on standard business days Monday through Friday, 9AM to 6PM, Eastern Standard Time.

FAX, 1-410-286-3075 available 24 - 7. Please use the order form on page 30.

VOICE MAIL available 24 / 7.

INTERNATIONAL



INTERNATIONAL Telephone Line: 1-301- 812-1330 **E-Mail:** Sales@SGMnow.com

SGM does not accept international credit cards. All international orders (except Canada) require payment via wire transfer or bank checks in USD. Wire transfer orders will be charged a wire transfer fee of \$30, orders will be shipped upon wire transfer verification.

Orders paid by check will be shipped once the check clears our bank

INTERNET SHOPPING CART



Log onto our secure website www.SGMnow.com 24/7. Your order will be shipped on the next business day. Be sure to use the address that your credit card statement is mailed to. Approved orders will receive an e-mail with the validation numbers. When the order is processed an additional e-mail will be sent to you with a PDF of your paid invoice and tracking number.

Downloading Templates- Are discounted to save you time and the shipping and handling fees. Most software and templates can be downloaded. Downloads are identical to the CD versions.

CUSTOMER SERVICE



Customer service is available Monday through Friday, 9AM to 5PM Eastern Standard Time.

1-301-812-1330

RETURNS



ALL SALES ARE FINAL

If within 30 days of your purchase a product is found to be defective, SGM will replace it, no questions asked. Please call 1-301-812-1330 Monday through Friday, 9AM to 5PM EST. Upon approval SGM may ship you a replacement product along with a pre-paid return shipping label to return the defective item. Failure to return the defective item within 30 days, SGM will charge the customer full price for the replacement item. Note: SGM shrink wraps and places tamper proof tape on all products.

ONCE THE SEAL IS BROKEN THE SALE IS FINAL.

