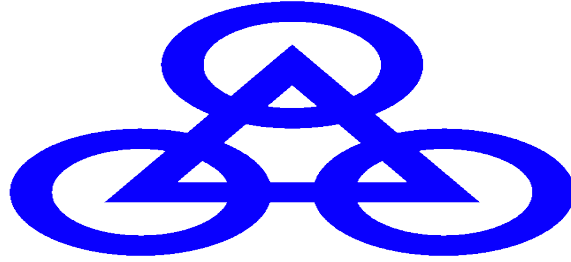


JEROME MULTI-SERVICES



Simply the best.

Payment Policy

Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express, Discover)
Check/Money Order
Cash On Delivery
Google Wallet
Dwolla
Paypal
Solid Trust Pay
Ego Pay
Payza
WePay

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

Mailing Address For Check/Money Order

Jerome Multi-Services
Returns Department Tracking #
PO BOX 771026
Miami, FL 33177

Shipping Policy

Turnaround

All orders are shipped within 48 hours Monday - Friday 8am - 5pm.

Carriers

We use the following carriers to deliver our orders:

USPS

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

Refund Policy

If you are not satisfied with your purchase, please contact us by phone, or in writing . You may request a return or exchange within 30 days of the receipt of the product. Personalized or other customized product may not be returned for refund or exchange under any circumstances unless stated otherwise during time of purchase.

No refund will be issued for completed notarized documents .

No refund will be issued for income tax preparation fees submitted and accepted by the IRS.

For non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the product is sent. As a customer you are responsible for understanding this upon purchasing any item at our site.

However, we realize that exceptional circumstance can take place with regard to non-tangible goods.

Therefore, we DO honor requests for the refund on the following reasons:

- non-delivery of the product: due to some mailing issues of your e-mail provider or your own mail server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to our Billing department in writing within 7 days from the order placing date. Otherwise the product will be considered received and downloaded;
- download and unzipping issues: it may happen so that you are having problems while downloading the product or its unzipping. Claims regarding such issues must be submitted in writing within 7 days from order placing date.

Mailing Address: Po Box 771026 Miami, FL 33177