

Ordering Guidelines from The Florida Regional Service Office

The Florida Regional Service Office is dedicated to serving the fellowship by providing you, the Areas, Groups, Organizations, and Individuals with all of your literature and merchandise needs. It is our pleasure to assist you with any questions or concerns you have regarding merchandise or orders. We appreciate your support, and understanding of the information outlined in this letter.

HOURS

The Florida Regional Service Office is open Monday through Thursday, 9am-5pm eastern time.

Friday is an "office work" day, which means while we may be in the office, orders are *not* processed or shipped, and we may not be available if you call. We are not open weekends or major holidays. Orders placed after business hours on Wednesday or on Thursday and Friday may not ship until the following Monday.

PROCESSING ORDERS

The Florida Regional Service Office will do its best to process and ship orders on the day they are received and in the order they are received. However, per RSO policies and procedures, we will process and ship your order within three (3) business days. Also, most orders shipped via UPS do deliver next day in Florida, however, we are not UPS and cannot guarantee that. If you need your order by a specific day, PLEASE make sure it is submitted at least a week in advance. The Florida Regional Service Office is not responsible for orders not shipped and or received because it was not submitted in advance. Due to high volumes, orders received the week an area meets may not be processed by the time of the area meeting. All areas are urged to submit your order as soon as possible after you meet to ensure there are no delays. To be fair, we cannot make exceptions.

ORDERING ONLINE

Our online store is designed to make it easier and more convenient for you to place your order. All literature and merchandise is ready to view at floridarso.org. All you need to set up an account is an email address. While we are more than happy to take orders via phone, email, or fax, the online store allows you time to view and check your order before submitting it. It will also only charge actual shipping as opposed to the percentage estimate it charges when we enter it. If you are unsure if you have an account or would like help establishing a new account, please call the office (863)683-8224, and we will gladly assist you. If you are new to a position and do not know your user name or password for your group/area account, please call the office before setting up a new account and we can reset and update your account. Please do not create multiple accounts.

CLAIMS

Everyone is expected to check your order as soon as you receive it. We are human and mistakes do happen but we will be glad to correct any shortages, incorrect, or missing shipments. In order to do this, we must be notified within three (3) business days of receipt so that if the shipper is in any way responsible, we may enter a claim with them. If you wait to let us know, UPS will reject the claim, and we cannot be responsible. We also appreciate it when you advise us of any overages.

We do suggest using UPS ground so in the event of a missing or damaged package, we can track its progress and delivery.

PAYMENTS

The Florida Regional Service Office is pleased to offer a line of credit to your group or area. We do this as a sign of good faith and we greatly appreciate your patronage. With this in mind, it is important that all invoices be paid in a timely manner. We are a nonprofit organization; therefore, all money received goes right back in to purchasing literature and merchandise for you and operating expenses so we can be here to assist you. Our Mission is to carry the message to the addict who still suffers and unpaid invoices may hinder us from doing so.

Per the RSO policies and procedures, any invoice left unpaid for more than 90 days will result in orders for your group or area to be placed on hold until the past due debt is satisfied. We do understand that "things" come up and if you know you are or expect to be affected by any such situation, please call the office to make suitable arrangements. If unpaid invoices become excessive, you may be asked to pay any past due and current orders up front until you are "re-established".

Any payment returned by your financial institution is subject to a \$25.00 fee in addition to the original payment and must be paid within ten (10) days of receipt of notice. A separate money order or credit card payment must be made for the \$25.00 fee.

COPIES-MINUTES/MEETING LISTS

The Florida Regional Service Office will print and mail your minutes/meeting lists. For meeting lists, all pages must be submitted in both PDF and Word document formats via email. Formatted mailing labels must be included in the email. We are not responsible for errors on the label-either spelling or incomplete/wrong addresses. You must indicate whether you want single or double sided copies and if there are any other special requests/needs, also if anyone is supposed to receive multiple copies. Please allow three (3) business days for them to be completed and mailed. Colored paper is available upon request at an additional charge. You must request that at least a week in advance so we can order it. We do not keep large quantities of colored paper in the office. If you are currently having your printing done by an outside service, we will gladly evaluate your plan and see if it may be as/or more cost efficient to print them here. Please submit at least two months' worth of billing from the source you are using and we will calculate our cost and see if we can beat, or at least match their price.