The NRS Guarantee

Your complete satisfaction is our goal. When your order arrives, please check each item carefully (immediately). If for any reason, you're not satisfied, you may return that unused product for an exchange, credit or refund.

Returns

Fill out the return form provided in your order and include it with your merchandise. Special order, drop ships and custom merchandise may not be returnable or may be subject to a restocking fee. **Books, tapes, health care supplies, used ropes and used saddles are not returnable.**

Rope Policy

We want you to be happy with the ropes you receive from NRS. When you receive your ropes, please inspect each one carefully. **If you are not completely satisfied, please return, within 20 days of original order, any unused rope to NRS for an exchange or refund.** Unfortunately, we cannot accept a used rope for return. Please call our customer service representatives for tips on keeping your ropes clean, straight and useful.

Saddle Policy

It is important that your new saddle fits both you and your horse. When your saddle arrives, please inspect it carefully, saddle your horse with it using a clean pad, and make sure you are satisfied with the quality and fit. If, for any reason, you are not satisfied, please return the unused saddle for a refund or exchange. Please realize that a new saddle won't sit completely down on the horse's back until it has been ridden several times. **Full credit will only be given on a saddle if there are no signs of wear, dirt or use. A re-stocking fee may be assessed on saddles not in new condition.**

About Back-Orders

We make every attempt to have all items in stock. However, in the event an item is back-ordered, it will be shpped as soon as possible. We are not able to back-order an item that sells for less than $20.

Pricing & Specifications

- Merchandise prices and specifications are subject to change without notice.
- Typographic, photographic and/or descriptive errors are subject to correction. We apologize for any inconvenience.
- Not all products are available in all areas due to country, state or local laws.
- We reserve the right to limit product quantities to dealers. Actual shipping charges may apply.

Damages & Shortages

Immediately contact the delivering carrier and save all packing material for inspection. Damages and shortages must be reported within 72 hours.

Extra Catalogs

If we sent you more than one catalog, please pass your extra copy along to a friend or send us the mailing label and we will correct future mailings.

Call Center Hours (hours subject to change)

Monday-Friday	**6:00 A.M. – 10:00 P.M. CST**
Saturday	**9:00 A.M. – 4:00 P.M. CST**
Sunday	**1:00 P.M. – 5:00 P.M. CST**

Order Online at NRSworld.com

NRS Gift Certificate & Catalog

Send to a relative or friend so you can be confident that they will get exactly what they want!

Monogramming

Many of our catalog items can be personalized. Refer to product descriptions to determine if an item can be monogrammed. Call a customer service representative to place an order.

ABCDEFGabcdefg	IT	Italic
ABCDEFGabcdefg	SC	Script
ABCDEFGabcdefg	BD	Bold
ABCDEFGabcd	BK	Block
ABXΔΕΦΓαβχδεφγ	GR	Greek

□ All uppercase
□ Upper & lowercase

Cost: $12.00 per line per item.

1-800-GO-ROPIN National Roper's Supply 1-800-467-6746 NRSworld.com

Billing Address: *Must match credit card billing statement.*

Name

Business/Ranch Name

Address

City/State Zip

Daytime Phone Home Phone

USTRC Member? □ Yes □ No Gold Plus #

Ship To: *Please no P.O. Box addresses on UPS or Fed Ex. Must fill out completely if "Ship To" is different than Billing Address.*

Name Date

Address

City/State Zip

Daytime Phone Home Phone

Have You Ordered Before? □ Yes □ No

Page	Item No.	Item Name/Description	Qty.	Color or Lay	Size	Unit Price	Price Total

METHOD OF PAYMENT:

Sorry, no P.O. Boxes on UPS for Fed Ex.

□ Personal Check *(allow 2 weeks)* You must include the following: Phone # _____

Date of Birth _____ Driver's Lic. No. _____

□ Visa □ MasterCard

Credit Card No. _____

Exp. Date _____ Signature _____
(as it appears on credit card)

Merchandise total	
Shipping & handling charges *(see chart)*	
Additional shipping charges *(see chart)*	
Monogramming charges *(see chart on reverse)*	
Promo or gift certificate number.	
Texas residents only add 8.25% sales tax	
Total amount of order	
Total amount enclosed	

U.S. SHIPPING CHARGES

Any order including 6 ropes receives FREE SHIPPING!

$25.00	*and under*	$6.95
$25.01	*to* $50.00	$9.95
$50.01	*to* $75.00	$10.95
$75.01	*to* $100.00	$11.95
$100.01	*to* $150.00	$13.95
$150.01	*to* $200.00	$15.95
$200.01	*to* $300.00	$17.95
$300.01	*to* $400.00	$19.95
$400.01	*and over*	$21.95

Oversized packages may require additional shipping charges based on prevailing rates.

Hawaii and Alaska

Sorry, no UPS ground delivery. Next Day, 2nd Day or U.S. Postal Service only.

Expedited Delivery Rates

Next Day Delivery	*add*	$29.95
2nd Day Delivery	*add*	$19.95
3rd Day Delivery *(ground)*	*add*	$14.95

Packages larger than 16"x 9"x 6" will be assessed an additional fee for expedited delivery.

TeleCheck
A First Data Company

NRS Check Policy

Checks mailed with an order must be made payable to NRS. We cannot accept temporary or business checks. Checks must be received within 10 days of the check date. Checks must be imprinted with name and street address. You must also include birth date, driver's license number and issuing state and phone number. If the check name and address do not match the order information, the check may be returned. By mailing a check with your order, you agree to allow NRS to process your check by electronic means. NRS uses TeleCheck for verification purposes. Returned checks are subject to a $30.00 fee or the maximum allowed by law. TeleCheck may electronically collect returned checks.

When mailing, don't forget to:

- Include payment or credit card number.
- Print your complete name and address.
- Include daytime telephone number.
- Include date of birth & driver's license number on checks.
- Specify size or color if required.

May we send a National Roper's Supply Catalog to a friend?

Name Date

Address

City/State Zip

Daytime Phone