

ORDERING, SHIPPING, AND PAYMENT INFORMATION

The best way to place your order is to visit our website: www.RevHQ.com. Our online ordering process is safe, secure, and hassle free. You will get the most accurate pricing and shipping information. You will also find information on how to take advantage of our many offers and incentives.

Mailing List: We send a weekly email with updates on new releases, items that are back in stock, tour dates, band news, and other specials. Send an email to: subscribe@RevHQ.com and write "subscribe" in the subject line.

EASY ORDERING

Online: www.RevHQ.com

By Phone: 714-842-7584 (Mon-Fri 9am-6pm Pacific Time). Have your credit card ready.

By Email: Fill in all the requested info on the order form and send to: mailorder@revhq.com (credit card and Paypal orders only)

By Fax: 714-375-4266 (credit card and Paypal orders only)

Mail: Send your payment and order form to:
RevHQ.com · P.O. Box 5232 · Huntington Beach, CA · 92615-5232

Customer Service: 714-842-7584 (Mon-Fri 9am-6pm Pacific Time) or mailorder@revhq.com

Shirts: T-Shirt designs change often and colors can vary depending on what is on hand. It is possible you may get a shirt that is a different color from what is shown.

Payment: We accept money orders, international money orders, U.S. checks, well-hidden cash, Paypal, and Visa or MasterCard credit/debit cards. Please note all orders paid by check will be held until the check clears with our bank. We will pass the \$25.00 bank fee along to you if your check bounces. We are not responsible for lost cash.

Postage and Handling: Actual shipping and handling may be more or less than indicated. We may adjust postage if shipping rates differ from actual costs (especially to orders outside the U.S.).

Defective Merchandise: Defective merchandise can be exchanged. Please call or e-mail your friends at RevHQ.com to get additional details (contact info above). Items that are damaged in shipping can be exchanged. You must notify us within 48 hours of receiving order. Items can only be exchanged for the same item.

All Prices Subject to Change. We are not responsible for typos or other errors.

Out-Of-Stock Items: Please list alternate items if you don't want to wait for something that may be out of stock. If an item is out of stock or if you overpaid, we'll keep a credit balance on your account, and list the credit amount on your receipt. You must mention on your next order how much credit you have with us (feel free to call and check on your credit balance). Shipping charges can not be refunded. Credits must be used within one year.

New Releases: If we carry your favorite label we will carry new releases by that label. Please always check RevHQ.com for new releases and be sure to sign up for our email list. Is there something we should be carrying that we're not? Send your comments to: mailorder@revhq.com.

U.S. customers should include postage as follows: If you only order one CD or 7", standard shipping is \$3.00, Priority Mail shipping for one CD or 7" is \$6.00. Otherwise standard shipping is a flat rate of \$4.00 regardless of order size, and Priority Mail is a flat rate of \$8.00. Add \$4.00 if you want posters sent rolled in a poster tube instead of being folded.

Heavier items like skateboards or large books or heavy orders will have an additional shipping charge added (up to \$5.00 more for standard mail, \$10 priority mail). Stickers-only orders ship for a flat rate of \$1.00.

Sales Tax: California addresses must add an 8.75% sales tax.

SHIPPING: We ship PAID ORDERS (credit card, Paypal, money orders, cash) within 24 hours of receiving them Mon-Fri. Allow 2-4 weeks for personal checks to clear. Unfortunately the US Postal Service is not 100 percent predictable, however, read our "testimonials" at RevHQ.com and see what our customers say about the stellar service we provide. Based on feedback, here is a rough estimate on the average amount of time it takes our U.S. customers to receive their orders:

REGULAR MAIL: 7-15 business days **PRIORITY MAIL:** 2-3 business days

FOR ORDERS OUTSIDE THE U.S.:

Use the following info when calculating your shipping costs. If you're paying by credit card, leave the shipping charges total blank on the order form if you want us to figure it out for you. We can also email you a quote if you are not sure. Request a shipping quote at: mailorder@revhq.com.

AIR MAIL: In addition to the standard \$4.00 shipping charge on all orders, orders outside the U.S. should include the following additional postage in U.S. funds for AIR MAIL. *Postal services around the world are unreliable, so we strongly recommend you purchase insurance for all foreign orders!* (Insurance costs an additional \$4.00.) Call or email us if you prefer UPS and you are willing to pay extra for guaranteed shipping.

Air Mail to Canada:

- 7", Posters, or zines: Add \$3.00 for the first, \$1.00 each additional
- LPs or Books: Add \$6.00 for the first, \$3.00 each additional
- CDs or DVDs: Add \$2.50 for the first, \$1.00 each additional
- Shirts: Add \$4.00 for the first, \$2.00 each additional
- Sweatshirts or Large Books: Add \$10.00 for the first, \$6.00 each additional
- Heavy Books or Skateboards: Add \$16.00 for the first, \$12.00 each additional
- Posters rolled in a tube: Add \$3.50 for shipping in addition to handling charge

Air Mail to Mexico:

- 7", Posters, or Zines: Add \$5.00 for the first, \$2.00 each additional
- LPs or Books: Add \$10.00 for the first, \$4.50 each additional
- CDs or DVDs: Add \$3.50 for the first, \$2.00 each additional
- Shirts: Add \$7.00 for the first, \$3.00 each additional
- Sweatshirts or Large Books: Add \$12.00 for the first, \$10.00 each additional
- Heavy Books or Skateboards: Add \$25.00 for the first, \$18.00 each additional
- Posters rolled in a tube: Add \$3.50 for shipping in addition to handling charge

Air Mail to Europe / Asia / Australia / New Zealand / Pacific Rim / Middle East / Africa:

- 7", or Posters: Add \$3.50 for the first, \$1.50 each additional
- LP, Videos, or Shirts: Add \$9.50 for the first, \$5.50 each additional
- CD, Zines, or Hats: Add \$4.50 for the first, \$2.50 each additional
- Sweatshirts: Add \$14.50 for each one
- Posters rolled in a tube: Add \$6.50 in addition to shipping & handling charge

Air Mail to South America:

- 7", Posters, or Zines: Add \$5.50 for the first, \$2.50 each additional
- LPs or Books: Add \$12.00 for the first, \$5.00 each additional
- CDs or DVDs: Add \$5.00 for the first, \$2.00 each additional
- Shirts: Add \$9.00 for the first, \$3.00 each additional
- Sweatshirts or Large Books: Add \$14.00 for the first, \$10.00 each additional
- Heavy Books or Skateboards: Add \$31.00 for the first, \$16.00 each additional
- Posters rolled in a tube: Add \$6.50 for shipping in addition to handling charge