

# Business Support Materials Direct Fulfillment Guide

While the Direct Fulfillment Program is designed to streamline delivery of your Business Support Materials (BSMs), it is in no way intended to minimize interaction between you and your Business Support Team (BST). Their invaluable experience and recommendations will help guide you through the Personal and Business Development Program designed for your business. We strongly encourage you to consult with your BST in selecting the BSMs most appropriate for you and your business.

## Placing Orders

For your convenience, InterNET offers a variety of ways for you to place your own orders, including:



### PHONE

**803-547-9327 (English)**  
**803-547-9329 (Spanish)**

Office Hours:  
M-F 8:00 AM - 5:00 PM EST



### E-MAIL

[custsvc@internet-services.com](mailto:custsvc@internet-services.com)



### FAX

**803-547-8500**



### ONLINE

[www.ibocity.com](http://www.ibocity.com)



### MAIL

InterNET Services Corporation  
Attn: Customer Service  
1300 Altura Road, Fort Mill, SC 29708

When placing orders via mail or fax, include your InterNET ID# or IBO# in legible text.

## Shipping & Handling

Total Order Value	Business Support Materials (BSM) Orders				Continuing Business Education (CBE) Orders			
	Standard		Expedited - US Only		Canada Express		Standard	
	US	Canada	Second Day	Next Day	3-5 Days	2-3 Days	US	Canada
Up to \$25.00	\$4.50	\$7.50	\$13.00	\$21.00	\$11.50	\$19.50	\$3.00	\$5.50
\$25.01 – \$50.00	\$4.75	\$8.50	\$15.00	\$24.00	\$12.50	\$22.00	\$3.50	\$6.50
\$50.01 – \$75.00	\$5.50	\$11.50	\$17.00	\$27.00	\$14.00	\$25.00	\$4.50	\$7.50
\$75.01 – \$100.00	\$6.50	\$12.50	\$23.00	\$33.00	\$15.00	\$27.50	\$5.50	\$8.50
\$100.01 – \$250.00	\$10.00	\$20.00	\$30.00	\$45.00	\$20.00	\$60.00	\$8.50	\$16.00
\$250.01 and UP	\$25.00	\$35.00	\$50.00	\$80.00	\$35.00	\$100.00	\$10.00	\$35.00

Expedited shipping is not available for CBE ordering.  
Canadian orders ship Tuesday & Thursday each week.

- Standard** – Order routinely arrives within 5-10 business days (US) & 5-12 business days (Canada).
- Second Day** – Order routinely arrives the 2nd business day by 5 p.m.
- Next Day** – Order routinely arrives the next business day by 5 p.m.

A 5% handling fee is applied to every order. The handling fee can be computed by multiplying the total order cost, not including shipping or taxes, by .05. The chart above represents shipping costs for the majority of ISC packages. Additional costs may apply to some shipments due to their irregular shape or size.  
**All prices are shown in U.S. currency. 0513**

To set up your Direct Fulfillment Account, follow these three easy steps:

**STEP 1: Complete & return the Direct Fulfillment Enrollment/Change Form (#DF102)**

**STEP 2: Complete & return the CBE Subscription Program section on Form (#DF102) to start receiving your CBE materials.**

**STEP 3: Contact Customer Service at 803-547-9327**

## Return and Refund Policy

You may return any book in its original condition or any unopened CD, video, DVD, tool, or software provided you notify us within 30 days of your purchase. We will issue a full refund when the returned merchandise is received. Shipping costs will be refunded if the return is a result of our error.

However, we cannot issue refunds for merchandise specially ordered or produced for buyer, including audios, books, and videos from the CBE Subscription Program; advanced orders; or private series items.

Merchandise that has been damaged during shipment can be exchanged by notifying InterNET within 30 days of purchase.

Merchandise that is defective can be exchanged at any time.

Please contact Customer Service by phone (803) 547-9327 before returning items to provide to a Customer Service Representative the original order number for issuance of a Return Authorization Number (RA#). Once you have received your RA#, please write it on the outside of your return package.

Mail returns should be sent to:

**InterNET Services, Corporation • ATTN: Returns Department • 1300 Altura Road, Fort Mill, SC 29708**

To expedite your credit, we kindly ask that you:

1. Return the approved merchandise within 10 working days of receiving your RA#. A credit cannot be issued until the merchandise is received by InterNET.
2. Clearly print your RA# and "ATTN: Returns Department" on the outside of each package you are returning. Please return all packages at the same time.
3. Include an itemized list of the approved return merchandise inside one of the packages.

## General Guidelines & Information

1. The purchase, sale and use of Business Support Materials must be done in compliance with the AMWAY™ IBO Rules of Conduct. These Rules are contained in the AMWAY Business Compendium, which is found in the AMWAY Registration Pack. Before purchasing Business Support Materials or furnishing them to others, Business Owners should be thoroughly familiar with these rules and guidelines.
2. Business Owners should carefully review and sign the BSMAA found in the AMWAY Registration Pack prior to purchasing any Business Support Materials.
3. AMWAY's Satisfaction Guarantee or Buy-Back rule does not cover independently produced Business Support Materials. All items sold shall be subject to a money-back return policy that is outlined in this guide.

# STEP 1 Direct Fulfillment Enrollment/Change Form

## New Applicant / Business Owner:

 New Applicant

 Information Change Only

Business Name: \_\_\_\_\_

AMWAY™ IBO#: \_\_\_\_\_ Pin Level: \_\_\_\_\_

Applicant Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_

Co-Applicant/Spouse Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_

Mailing Address: \_\_\_\_\_ County: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Day Phone: ( ) — Evening Phone: ( ) — Fax#: ( ) —

E-Mail Address: \_\_\_\_\_

If shipping address is different than mailing address, please contact customer service.

## Sponsor Information:

Active Sponsor – Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_ Sponsor's IBO#: \_\_\_\_\_

Sponsor's Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Upline Platinum – Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_ IBO#: \_\_\_\_\_

Upline Emerald – Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_ IBO#: \_\_\_\_\_

Upline Diamond – Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_ IBO#: \_\_\_\_\_

# STEP 2 Continuing Business Education Subscription Program

The Continuing Business Education (CBE) program is a recommended but optional program that offers an easy, cost-effective way to have pre-selected Business Support Materials automatically shipped to you.



**OPTIONAL:** Please choose the programs you would like to receive on a continuing basis checking the format and by putting the total quantity in the box next to it. The Leadership (LDR) CDs are determined by upline affiliation.

		<u>Qty.</u>
<b>Audio</b>	<b>\$7.00</b>	
English	<input type="checkbox"/> CD (CED)	
French Canadian	<input type="checkbox"/> CD (CDFCS)	
Spanish		
Korean		
<i>Shipped Biweekly (4 per month)</i>		
<b>LDR - Leadership, Go Getter</b>	<b>\$7.00</b>	
(Preselected by upline)	<input type="checkbox"/> CD	
<i>Shipped Biweekly (4 per month)</i>		
<b>Book</b>		
English	<input type="checkbox"/> (CEB)	
French Canadian	<input type="checkbox"/> (CEBFCN)	
Spanish	<input type="checkbox"/> (CEBSPN)	
<i>Shipped Monthly (1 per month)</i>		
<b>Video (DVD)</b>	<b>\$15.00</b>	
	<input type="checkbox"/> DVD (CEDVD)	
<i>Shipped Monthly (1 per month)</i>		

### Payment:

Credit Card On File  Credit Card Below

### Method Of Payment:

Visa  MasterCard  American Express  
 Discover

### Method Of Payment:

Credit Card Number:

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Name of Cardholder As It Appears On Credit Card:

\_\_\_\_\_

Billing Address:

(If Different From Above Mailing Address):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature:

Date:

In signing this document, I agree to the terms and conditions associated with each of the Business Support Materials I have selected above. In addition, I agree to the terms set forth by InterNET Services Corporation within this Direct Fulfillment Business Support Materials Guide. Purchase of Business Support Materials is optional and is subject to a refund policy.