

# MAIL ORDER, TELEPHONE ORDER, INTERNET, FUTURE DELIVERY ADDENDUM TO MERCHANT APPLICATION

If type of business is *any percentage* of Card Not Present (Mail Order, Telephone Order, Internet) or Future Delivery of 3 days or more, the following information must be submitted with the Merchant Application:

**Merchant DBA:**

**1. Type of merchant (Check Applicable Boxes):**

Internet       Mail Order/Telephone Order       Future Delivery

**2. Please provide details for type and/or range of products/services sold to clarify information on the merchant application form.**

**3. What is the time period for delivery of the product/service?**

Within 48 hours       Within 2-3 days       Within 1 week  
 Within 2-4 weeks       Other

**4. Please explain whose card is being charged for the average ticket amount documented on the merchant application form.**

**5. Please explain how/when you charge for goods/services (relative to order/pick/pack/ship) Please provide details about duration and frequency of charge(s).**

**6. Are orders received and processed at your business location?  YES     NO**  
**Do you use a fulfillment house or telemarketing company?  YES     NO**  
If yes, provide name of company, address and telephone

**7. Who owns the inventory of goods?  
Where is your inventory stocked?**

**8. Please describe merchant's approach to customer satisfaction including refund policy (how customers contact the merchant for service, and how service is provided)**

**9. Is refund policy clearly posted on website/documented?  YES     NO**

**Does the customer sign a contract specifying terms and conditions?  YES     NO**  
Please explain:

Please provide a copy of the refund policy if not already included in application package

Web Page Address(s): www.  
www.

**10. Server site location address(s):**

**11. Are solicitations made by telephone?  YES     NO**  
If yes, applicable percentage:      %