



ORDER BY PHONE, MAIL OR INTERNET

# PENN HERB CO. LTD.

10601 Decatur Road, Suite 2, Philadelphia, PA 19154-3293

**1 Billing Address:** (Please make any address changes below)  
 If your name does not appear below, please print Name, Address and Zip Code.

Enter your e-mail address:

**2** Date: \_\_\_/\_\_\_/\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Please Check:  Ordered Previously  New Customer (First Order)

This Merchandise Ordered From Catalog Number: \_\_\_\_\_

**3 Shipping Address:** (Only if different than "Billing Address")

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**4 Payment Information:**

Check or Money Order

Credit Card

VISA  MasterCard

Discover  AMEX

**Credit Card Orders:** (please fill in:)

Card Number: \_\_\_\_\_

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

Signature: \_\_\_\_\_

Daytime Phone #: (\_\_\_\_) \_\_\_\_\_

**ORDER TOLL FREE 1-800-523-9971**

**INTERNET ORDERS: [www.pennherb.com](http://www.pennherb.com)**

24 HOUR FAX ORDERS: 215-632-7945 / Information & Customer Service CALL 215-632-6100

5	Item No.	Form	Description of Item	How Many?	Weight or Size	Price Each	Total Amount
		<p><b>IMPORTANT READ THIS</b> → When ordering herbs, tell us which form you prefer: CUT (Tea Form), POWDER, CAPSULE, or WHOLE.</p> <p>If WHOLE is out of stock, will you accept CUT? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>If CUT is out of stock, will you accept POWDER? <input type="checkbox"/> YES <input type="checkbox"/> NO</p>					
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13.							

**100% Quality Assurance GUARANTEE**

Ever since we first started doing business in 1924, we've done our best to satisfy our customers with the best herbs and natural remedies available anywhere. We want you to be completely pleased with any purchase from us. *If you are not 100% satisfied with the quality of any of our products, please call or write within 30 days and give us the chance to make things right.* We will gladly give you authorization to exchange or return merchandise for full credit or refund (less shipping charge). Sorry: books cannot be returned for credit, refund or exchange.

Form 02-04

UPS EXPRESS DELIVERY				
Please Check	48 States		Alaska, Hawaii, PR	
	1-2 Lbs.	Each Addl. Lb.	1-2 Lbs.	Each Addl. Lb.
<input type="checkbox"/> Next Day Air	28.50	2.50	34.00	2.50
<input type="checkbox"/> 2nd Day Air	15.00	1.75	21.00	1.75
<input type="checkbox"/> 3 Day Select	13.50	1.25	N/A	N/A

**FOREIGN ORDERS**

All foreign orders will be charged actual postage plus a \$5.00 customs documentation fee. Please check desired shipping method below:

Surface Parcel Post (approximately 8 week transit time)

Air Parcel Post (approximately 2 week transit time)

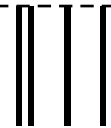
Express Mail Service (3-5 day transit time)

If you desire a postage estimate before ordering, e-mail your request to [order@pennherb.com](mailto:order@pennherb.com) or fax to (215) 632-7945. Include your fax # for reply.

**USA INCLUDES:** Alaska, Hawaii, Puerto Rico, American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, U.S.

Catalogs (\$.50 each) How Many? _____
<b>Total For Merchandise</b>
<b>USA Shipping &amp; Handling</b> Orders up to \$99.99 - <b>ONLY \$4.95</b> Orders of \$100.00 or more - <b>FREE!</b> (Regular Ground Delivery - we choose carrier)
<input type="checkbox"/> UPS Ground Delivery - \$7.95
<input type="checkbox"/> USPS Priority Mail - \$7.95
<b>Express Delivery and Foreign Orders</b> (See information at left)
PA RESIDENTS - Add 7% Sales Tax on all Non-Food Items
<b>TOTAL</b>
Subtract Previous Credit / Add Previous Shortage
<b>Amount Enclosed</b>

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_



Place  
Stamp  
Here



# PENN HERB CO. LTD.

10601 Decatur Road  
 Suite #2  
 Philadelphia, PA 19154-3293

**Priority Handling -  
 RUSH this order!**



## Easy Ordering by Phone, Mail, Fax or Internet

**SECURE INTERNET ORDERING: 24 HOURS A DAY, EVERYDAY!**

Go to [www.pennherb.com](http://www.pennherb.com) - click on "Shopping"

**PHONE ORDERS: CALL TOLL FREE: 1-800-523-9971**

Order by phone Monday through Friday 8:30 a.m. - 5:00 p.m. Eastern Standard Time. Please have your express number (see mailing label), and a pen ready when calling. You may also place an order after-hours by using our "Automated Order Entry System." You will be asked a series of pre-recorded questions that makes ordering quick and easy. Please have your Visa, MasterCard, Discover, or American Express credit card information ready when calling. (Note: The "Billing Address" you provided in Box 1 above, must match your credit card billing address exactly as it appears on your credit card statement or your order cannot be processed. This security check is for your protection.)

**Important:** To avoid errors and omissions, please fill out your order form completely, including item numbers, before phoning. Sorry, additions are not possible after an order has been placed.

**MAIL ORDERS:**

- Print:**
1. Billing Address: Name, Address and Zip Code.
  2. Date and Daytime Phone Number.
  3. Shipping Address. (If different than "Billing Address")
  4. Payment Information: Enclose money order, certified check, cash (at risk of sender), or credit card information (fill out box on order form). Personal checks may delay order up to 2 weeks for bank clearance. (Please Note: uncollectible checks will incur a \$30.00 service charge.)
  5. Item Number, Form Desired, Description, Quantity Desired, and Price.
- Add:** \$4.95 Postage & Handling charge for all domestic orders under \$100.00. Domestic Orders of \$100.00 or more receive FREE Postage & Handling! If you prefer USPS Priority Mail (United States Postal Service) or UPS (United Parcel Service) Delivery, add \$7.95 to all domestic orders. (Foreign and Express Delivery orders - See information boxes on order form for charges.)

Pennsylvania Residents: Add 7% sales tax (Philadelphia rate) on all non-food items.

**Mail To:** Penn Herb Co. Ltd., 10601 Decatur Road, Suite 2, Philadelphia, PA 19154-3293

**FAX ORDERS: Order by Fax (215) 632-7945.**

Fill out your order the same as Mail Orders (above), and enter credit card information in Box 4. Available 24 hours a day - every day!

**INTERNET ORDERS: [www.pennherb.com](http://www.pennherb.com)**

Order online 24 hours a day, 7 days a week at [www.pennherb.com](http://www.pennherb.com) - click on "Shopping".

**Mailing List Preference:**

We may make our mailing list available to carefully screened companies whose products or services might interest you. If you prefer to have your name withheld, please call us, or send your mailing label to: Penn Herb Co. Ltd., 10601 Decatur Road, Ste 2, Phila., PA 19154.

**Duplicate Mailings:**

If you're receiving more than one Penn Herb Catalog, just send us all the mailing labels, indicating the correct one. Or call us, we'll correct the situation.

**Information & Customer Service:**

For information and customer service call 215-632-6100. (8:30 AM - 5:00 PM E.S.T.) Please use our Toll Free 800 number for orders only.

**General Ordering Information:**

**Note:** Fill out a separate order form and include a separate payment with each order.

**Prices Subject to Change:** We strive to keep our prices as stated in our current catalog. However, due to the price volatility of herbal crops and some products, prices on merchandise and postage are subject to change without notice.

**Insufficient Funds:** In the event that insufficient funds are provided, we will adjust merchandise quantity for money sent whenever possible, or send a payment due form with your order.

**Overpayment:** Should you send more money than necessary, or if an item you ordered is out of stock, we will issue a credit for your use on future orders. If preferred, you may redeem credit for cash at any time.

**Claims for Damage, Shortages, or Breakage:** Please note that claims for damage, shortages, breakage, etc. must be made within 5 days after receipt of merchandise. If you do not receive your order within 30 days, call our customer service department. Claims for non-receipt of orders cannot be made after 3 months.

**Shipping & Handling:**

Most Orders Shipped Within 24 Hours! We will ship your order by USPS (United States Postal Service), or UPS (United Parcel Service), our choice. You may request USPS Priority Mail or UPS Delivery for an additional charge. To ensure fastest delivery: Please include: Apartment or Suite Numbers when applicable and Street Names and Numbers rather than Rural Route Numbers (RFD addresses).

**UPS Express Delivery Service:**

If you prefer to have your order sent by **UPS Next Day Air, UPS 2nd Day Air, or 3 Day Select** service, please add the appropriate shipping and handling charges (See **UPS EXPRESS DELIVERY** postage information on order form for charges).

**Foreign Orders:**

Method of Payment: Please use Visa, MasterCard, Discover, or American Express credit cards or send U.S. funds with order. Shipping & Handling: See "**FOREIGN ORDERS**" postage information on order form for charges. (Note: Initial orders from international customers using a credit card must include a copy of your most recent credit card statement or payment coupon. The statement or payment coupon must show the card number, card holder name, and billing address. The shipping address must be the same as the billing address. This is for your safety.)

**Back Orders:**

To keep our prices low, we do not backorder merchandise. If an item is out of stock, we will not hold up your order unless the item is due in within a few days. If we cannot fill your request, we will send you a credit for the difference so you can reorder that item on your next order.

**Did You Remember To:**

- Fill out your Complete Name, Street Address, and Zip Code?
- Enclose your Payment, or Charge Card Number, Expiration Date & Signature?
- Include Shipping and Handling Charge?