



## FIGURE SUBSCRIPTION SERVICE INFORMATION

### TERMS AND CONDITIONS

When you subscribe to the G.I. Joe Collectors' Club Figure Subscription Service (FSS), you will receive 2 figures per month for six months. Upon completion of your subscription, you will receive the bonus secret 13<sup>th</sup> figure with your last shipment. We will notify you when the first shipment is ready for shipping but it will be approximately 8-12 weeks after the close of the subscription period. This is an optional service and is not included with your Club Membership. You must be an Officer Level Member in order to subscribe to the FSS.

### BILLING AND PAYMENTS

When you order your Figure Subscription Service (FSS), you have two options for payment. You may pay in full or you may pay in three installments. When you place your order, you have the option to choose how you would like the items shipped to you. The Figure Subscription Enrollment Period will last approximately four weeks. After the close of the Enrollment Period, no more subscriptions will be accepted. If you have a problem with your payment upon initial subscription, you have until the close of the Enrollment Period for us to receive payment. After that, all unpaid subscriptions will be cancelled.

If you have chosen the installment payment method, you will be notified before the billing that we are preparing to bill your credit card. If there is a problem with your payment, you will have approximately three days to correct the issue or your subscription will be terminated. Once the subscription is terminated, it cannot be reinstated. For installment payments, you must use a valid Visa, Discover or MasterCard. Checks or Money Orders cannot be accepted for installment payments.

If you have chosen the option to pay in full, your credit card will be billed within 2 days of placing your order. If you have chosen the installment option, your card will be charged 10-14 days before the next installment is shipped.

Please note that the billing on your credit card statement will be under the name FunPub/Joe/TF Toy817-448-9863.

**Subscriptions are non-cancellable, non-returnable and non-refundable.  
ALL SALES ARE FINAL.**

## **ADDRESS CHANGES**

If you move during the six-month Figure Subscription period, it is your responsibility to log in and change your shipping address in our system. We are not responsible for shipments delivered to incorrect addresses. If your shipment is returned, you will be responsible for paying to have the item reshipped.

## **SHIPMENTS**

All items are in a C-8 condition or better when they leave our warehouse. We are not able to replace figures that have minor defects or minor card defects (bent corners, etc.).

The week prior to each installment shipping, we will send everyone participating in the FSS an email that will show the shipping destination on file where their next monthly installment will be shipped. If you need to make a change to your order, please log in to the FSS, click on "*My Account*" and make the change. This will update all of your future FSS shipments. This system is independent and does not affect any orders or shipments from the GIJCC store. If you have orders you need to change for the regular online store, please use the email form on the bottom of this page to contact our administrator and they will make the changes for you.

If your shipment is damaged in transit, please read "How to Place a Claim" for further details (below).

If your order is being shipped via USPS (United States Post Office) or FedEx, you will receive an email with the tracking number when it enters their system. We cannot be responsible for bad email addresses or misdirected emails. Please be patient, as it will take us approximately one week to process all shipments for each installment (figure) shipment. It can then take as much as 5-10 days for your shipment to arrive after we have shipped it.

If you have more than one Figure Subscription please note: The online system configures all orders to be placed in one box. This is not always possible due to the size of the products or the box size limitations. If your orders will not fit in one box, you may incur additional shipping charges. A customer service representative will email you if your order is affected by box size limitations and provide you with the additional costs. If your order is \$200 or more, it will be shipped signature required. FedEx calls their service "direct signature required" and USPS calls their service "signature confirmation service". These "Signature" services ensure that our customer's merchandise is being delivered to them and not left unattended on a porch or doorway. Single figure subscriptions will be shipped in specially designed mailer boxes and will not be repackaged.

You can log into your account and check "*My Account*" to see your shipment's tracking status as well as all invoices and emails that have been sent to you. If you have paid in full, you will see six different shipping documents that correspond to your order. If you paid by installment, you will see two shipping documents related to each of your installment payments.

FSS shipments cannot be combined or shipped with any other in-stock or pre-ordered items from the G.I. Joe Collectors' Club Store.

## **ORDER POLICY**

We also have a Firm Order Policy. This means that we do not order, hold, or place aside any quantities of products until we receive payment with your order. We bill your credit card right away to make sure that it is valid. All orders are processed on a first come, first served basis. **ALL SALES ARE FINAL.** We are not responsible for lost orders stemming from incorrect shipping addresses, theft or carrier errors. In the event a situation arises necessitating package forwarding, we are in no way responsible for ensuring delivery.

## **RETURNS**

Returns will not be accepted. Subscriptions are non-cancellable, non-returnable and non-refundable. **ALL SALES ARE FINAL.**

## **RIGHT TO LIMIT QUANTITIES**

We reserve the right to limit quantities or to cancel orders that we deem excessive. Many of our products are very limited special editions, and it is our intent for as many collectors to have these as possible, directly from the club.

## **INTERNATIONAL ORDERS**

Fun Publications, Inc. realizes that collectibles have worldwide appeal. We ship anywhere that the United States Postal Service or FedEx delivers. However, there are restrictions. Upon your first order, you will need to fax us a copy of your credit card, front and back, as well as photo identification, which shows your signature to 817-448-9843. If a credit card transaction is made through our site without the faxed confirmation of your identity, we reserve the right to **CANCEL THE ORDER.** We ship international orders via Express Mail with the USPS or FedEx International Economy or Priority. For our Canadian customers, we offer three USPS options: First Class International (up to 4 pounds) (no insurance/no signature), Priority International (no insurance/no signature), or Express Mail (insurance and signature are included with this option). We are required to declare the full value of the products purchased on all customs paperwork. Fun Publications, Inc. is not responsible for any customs fees, taxes, tariffs, or other fees your local government may charge you for ordering items from the United States (note that these items are generally made in China, Japan, or Taiwan). Please check with your local government for tax rules in your country.

## **IF I HAVE A PROBLEM WITH MY SUBSCRIPTION, HOW CAN THIS QUICKLY BE RESOLVED?**

Please let us know how we can help by emailing us at [admin2@funpubinc.com](mailto:admin2@funpubinc.com). We will get back to you promptly.

## **PLACING A CLAIM FOR DAMAGED, LOST, OR MISSING ITEMS**

### **United States Postal Service**

Keep the damaged items with the original shipping carton, packing material and outside wrapping. You will need to inform us within 10 days concerning items that are damaged, lost, or missing from the order, via fax at 817-448-9843 or email at [admin2@funpubinc.com](mailto:admin2@funpubinc.com). We will confirm via email within 48 hours that we have received your inquiry. If you do not receive a confirmation email from us within two business days, that means we did not receive your inquiry. Please call our office at 817-448-9863 so that we may assist you. We may need to document damage by asking you to supply photos of the damaged items.

### **FedEx**

Save the damaged items, original shipping carton and packing material. Keep these items for inspection by FedEx. You will need to inform us within 10 days concerning items that are damaged, lost, or missing from the order, via fax at 817-448-9843 or email at [admin2@funpubinc.com](mailto:admin2@funpubinc.com). We will file the claim on your behalf & your product will be replaced as soon as FedEx approves your claim.

## **HOW LONG DOES THE CLAIM PROCESS TAKE?**

The claim process can take up to two weeks. If you do not receive a confirmation email from us within 48 hours, that means we did not receive your inquiry. Please call our office at 817-448-9863 so that we may assist you. We may need to document damage by asking you to supply photos of the damaged items. If merchandise is out of stock or no longer available, then a credit will be issued to the cardholder or an equivalent/similar product may be substituted. Please note if the payment method was a credit card, the credit card company can take up to 30 days to post your refund. We do not have any control over your card company's credit policy. Package condition is shipped in a C-8 or better unless otherwise noted in the description.

## **INSURANCE**

If you have elected to take the insurance option on your order, we will immediately reship replacement products to you upon mutual agreement that the order was damaged in shipping. In some cases, we may need to send a call tag for the item in order to replace it. Please retain the damaged item and any shipping cartons until you receive further instruction. If we no longer have the item in stock, we will offer a similar product or refund the price paid for the original damaged item(s).