

ORDERING

- **Mail** your order to us with check or money order (U.S. only), credit card #, with 3-digit security code and expiration date, or paypal ID email.
- **Phone** toll free 1-800-433-4321,
Mon. and Thur., 9 a.m.-9 p.m. central time
Tues., Wed., Fri. and Sat. 9 a.m.-6 p.m. central time

Please organize your order and complete the order form before ordering by phone. Have your credit card information available.

- **Fax** your order to us 24 hours a day, 7 days a week at 1-701-235-0952.
- **Order Online** at www.nordicneedle.com 24 hours a day, seven days a week.

HOW TO PAY

- Credit card: VISA, MasterCard, Discover, or PayPal.
- Cashier's check or money order. U.S. funds only. Please do not send cash.
- Personal check, U.S. funds only. If ordering as a group, please pay with a single check. Your personal check must be imprinted and have current address information. If you have a P.O. box address printed on your check, please write your street address somewhere on the check.
- There will be a \$30.00 service charge for each NSF check returned.

SHIPPING AND HANDLING

- **Rush orders** will leave the Nordic Needle warehouse within 24 hours for an additional \$5.00 handling fee. Be sure to write "RUSH" on the outside of the envelope or on the fax. In addition, you can receive faster delivery time by paying the carrier's faster rate. Ask us for a quote.
- Packages sent within the continental U.S. are sent by FedEx or UPS Ground, or by 1st Class, Priority, or Media Mail. Please list both FedEx or UPS and U.S. Mail addresses on order form. If you prefer a carrier, mention on each order.
- If your merchandise total is Shipping and Handling

up to \$3.99	\$2.99
from \$4 to \$9.99	4.99
from \$10 to \$19.99	5.99
from \$20 to \$29.99	6.99
from \$30 to \$39.99	7.99
from \$40 to \$49.99	8.99
from \$50 and more	9.99
- For all deliveries made to a North Dakota address, add the current ND sales tax (currently 5%). We are required by ND law to collect sales tax on both the merchandise and the shipping charges, so please calculate accordingly.
- For orders sent to Alaska, Hawaii, U.S. Virgin Islands, Guam, Puerto Rico, APO and FPO addresses, we reserve the right to bill for actual shipping charges plus handling.
- Additional shipping charges apply to heavy items. See pages 59-61.

CANADIAN and FOREIGN ORDERS

- Payment must be in the form of credit card or PayPal to allow us to collect the actual shipping costs plus handling. We will select the least expensive and most appropriate shipping service available, unless otherwise directed.
- We will bill for actual shipping charges, plus handling.
- We reserve the right to require insurance or refuse to ship to select countries.
- We are not responsible for the taxes or duty charged by foreign countries. Check with your government.

THE PRICES IN THIS CATALOG

- The prices shown reflect the manufacturers' most current suggested retail prices at the time our catalog went to press. Occasionally our actual prices may be different from those shown because manufacturers' suggested price (and our cost) changes from time to time. When you call us with your order we will be happy to verify the current price, or you can check current prices at www.nordicneedle.com.

NORDIC NEEDLE'S GUARANTEE

Our guarantee ensures your satisfaction. If, for any reason, you are not completely satisfied with an item you have purchased from Nordic Needle, we will offer you an adjustment, a replacement, an exchange or a refund. Your request will be handled promptly and cheerfully. See the section on RETURNS AND EXCHANGES for details.

A Gift Certificate

has been purchased for _____

from _____ for \$ _____ at _____



1314 Gateway Dr.
Fargo, ND 58103
701/235-3231

NO 003203

GIFT CERTIFICATES

A very thoughtful way to remember a special occasion . . . Nordic Needle gift certificates are available for any amount. Specify name and send a check, money order or credit card information for the amount desired. We can send it to you or the recipient. A stitcher's delight!

Item #925-590-0000

Online gift certificates may be redeemed online, others must be redeemed in store or by mail.

DELIVERY TIME

- You can expect to receive your merchandise within two weeks after we receive your order. That includes 3-5 working days at Nordic Needle and 2-7 working days in transit, plus weekends. **Delivery time may vary during seasonal peaks and catalog sales.** Occasionally we will hold an order for merchandise which we expect to receive in our warehouse very soon.
- **Rush orders** will leave the Nordic Needle warehouse within 24 hours for an additional \$5.00 handling fee. Be sure to write "RUSH" on the outside of the envelope or on the fax. In addition, you can receive faster delivery time by paying the carrier's faster rate. Ask us for a quote.
- If you have not received your merchandise within **three weeks of our receipt of your order**, we will be happy to trace it for you. Call 1-800-433-4321.
- PayPal orders are held until payment requests are sent and payment is received.

SOMETHING MISSING?

If you receive your order and an item is missing, please check your invoice, which will arrive on your package. If we were out of stock on an item, it will be noted in the "back-ordered" column of the invoice. As soon as we receive the item we will send it to you! You will **not** be charged for the back-ordered item until it is shipped.

You will be charged the entire shipping and handling amount on the first invoice and **will not** be charged any shipping and handling for the shipment of the back-ordered item.

RETURNS AND EXCHANGES

Mon.-Fri., 8:00 a.m. to 4:30 p.m. central time

- If it is necessary to return or exchange some merchandise, please call us at 1-800-433-4321 and ask for Customer Service **before** sending the return.
- Pack the return merchandise well so it arrives back to us in resaleable condition.
- Send the return by the cheapest method possible and enclose a note explaining the reason for the return and the action you would like taken (refund, credit, exchange, replacement).
- If the error is ours we will gladly refund the return postage if sent by cheapest method. If you ordered the wrong item or you changed your mind about some merchandise, the responsibility for return postage is yours, but we will happily refund or replace the merchandise at your shipping expense if it is returned in good condition.
- Returns must be made within 30 days. No returns on sale, discontinued, or special order items.

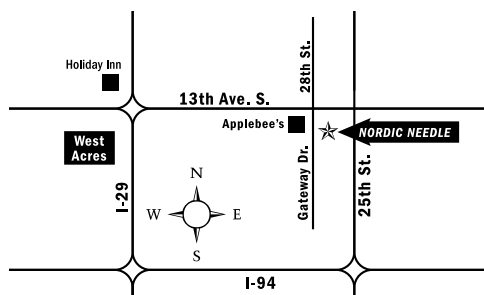
QUESTIONS — CALL 1-800-433-4321

Mon.-Fri., 8:00 a.m. to 4:30 p.m. central time

- Questions about errors, returns or problems with an order should be directed to CUSTOMER SERVICE.
- Questions about items which have been back ordered to you and have not yet been received should be directed to BACK ORDER DEPARTMENT.
- Questions about statements, balances due or credits should be directed to BOOKKEEPING.

ADDRESS CHANGES OR DUPLICATE MAILINGS

- If you receive duplicate catalogs, please call us with that information and share the extra catalog with a friend.
- If you are moving or changing your name, please notify us. We will need your old address as well as your new one. Thank you for your cooperation!



Please visit us!
Our store hours are:

Mon. & Thurs. 9-9
Tues., Wed., Fri. & Sat.
9-6

Closed Sundays

Closed January 1,
Memorial Day,
July 4, Labor Day,
Thanksgiving Day,
December 25.

HARDANGER EMBROIDERY DESIGN CONTEST



Every year Nordic Needle, Inc., sponsors an international contest for designing original Hardanger embroidery pieces. These designs, which come from all over the world, are judged on workmanship, attractiveness and creativity.

The winning designs are published in a book with the photograph and biography of every winning designer. The books are sold in hundreds of needlework shops around the world. Winning designers also receive a monetary gift.

If you would like to receive the official rules and entry blank, please write or call us. The entry deadline is March 31 of every year.