

## CUSTOMER SERVICE

**Returns and Exchanges** Please send items in their original condition to Jack L. Marcus, Inc. with a copy of the receipt from your order. We recommend UPS or U.S. Priority Mail so that packages can be traced. We will gladly accept returns for refund or exchange within 60 days of purchase.

**Returns Address:**

Jack L. Marcus, Inc. (Returns)  
5300 W. Fond Du Lac Ave.  
Milwaukee, WI 53216-1348

Shipping charges are not refundable. Returned merchandise must be in its original condition. Engraved, soiled, worn, laundered or damaged merchandise will not be accepted for return and will be reshipped at the inmate's expense. We cannot accept merchandise for return or exchange after 60 days. Returns after 60 days will be held until payment arrangements have been made to return the merchandise to you. We will only hold merchandise for 60 days, and then it will be destroyed. Upon receipt of the returned merchandise, we will issue a refund to the **original buyer** of the merchandise either by check or credit card credit depending on the original form of payment. If you have chosen to exchange the merchandise, we will reship to you free of charge one time per order.

Because Jack L. Marcus, Inc. strives to offer the lowest possible prices for our merchandise, we can only accept merchandise for return or exchange that has been shipped prepaid. If the merchandise is found to be defective or has been shipped in error, please contact our customer service department within 7 days and we will reimburse you for reasonable UPS shipping charges or issue a prepaid return label for UPS to pick up the merchandise. Please note that if merchandise returned on a prepaid return label is found not to be defective, return freight charges will be deducted from the refund or added to the expense of returning the merchandise back to you.

Returns of 10 or more items may result in a 15% restocking fee. UPS imposes a return fee for undeliverable and for refused packages. We reserve the right to pass along these fees (up to \$10) to the buyer.

**Special Note Regarding Engraved Items:** We cannot accept for return or exchange any item that has been engraved. If the item is defective and has been engraved, please send it back along with a detailed explanation of the defect. Upon receipt, the merchandise will be tested. If it is found to be defective, we will issue a refund, exchange or proceed according to the warranty policy. If it is not found to be defective, we will contact you to arrange for payment to return the merchandise to you. We will hold merchandise for 60 days after which it will be destroyed. Please note that if any merchandise is returned on a call tag and is found not to be defective, return freight charges will be deducted from any refund or added to the expense of shipping the merchandise back to you.

**Discontinued or Out of Stock Items** If an item has been discontinued or is out of stock, we will backorder the item if possible. If backorders are not allowed, we will issue a store credit to be used towards a future purchase and notify you by mail. If store credits are not allowed, we will issue a refund for the item.

**Order Cancellation or Modification** Because we process orders quickly, we ask that customers contact us immediately by e-mail or phone to modify or cancel an order. Cancellations, modifications or inquiries should be e-mailed to [customerservice@jacklmarcus.com](mailto:customerservice@jacklmarcus.com) or phoned in to 800-236-2611 Monday through Friday 8:30 AM through 5:00 PM Central Time. We will do our best to assist you. Please note that when packages are refused, UPS imposes a return fee which may be deducted from your refund.

**Catalog Accuracy** Please note that although every effort has been made to provide the most accurate and up to date information in our product descriptions, manufacturers occasionally modify the packaging or specifications of an item without notice. We will do our best to update our website, notify our facilities and inform our customers when changes occur. We apologize in advance for any inconvenience.

**Accepted Forms of Payment** Please send payment in the form of a money order or cashier's check. We also accept MasterCard and Visa for orders up to \$375 by phone. We do not recommend that you send cash by mail.

**Shipping** Jack L. Marcus Inc. offers FREE shipping for all orders over \$100.00, and a flat fee of \$5.00 for all orders under \$100.00 being shipped to one location within the continental U.S. Please allow 10-15 business days for delivery to the facility.

**Contact Us** We hope that you are not only satisfied, but happy with your purchase from Jack L. Marcus, Inc., and we hope that your shopping experience with us is a pleasant one. We welcome your comments and suggestions. Please contact us at 800-236-2611 if you have questions about returns or exchanges, and our customer service representatives will be happy to assist you. Thank you for choosing Jack L. Marcus, Inc.

Jack L. Marcus, Inc.  
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Milwaukee, WI 53216  
[www.JLMarcusCatalog.com](http://www.JLMarcusCatalog.com)  
Phone: 800-236-2611 Monday through Friday 8:30 AM – 5:00 PM Central Time  
Fax: 800-643-9992 24/7  
E-mail: [customerservice@jacklmarcus.com](mailto:customerservice@jacklmarcus.com)

## INDEX

Antennas.....	Pgs. 3, 9	Envelopes, Prepaid Postage.....	Pg. 27	Rain Suits.....	Pg. 15	Sweatpants.....	Pgs. 16, 17, 33
Athletic Shoes-Men's.....	Pgs. 12, 13, 34, 36	Extension Cords.....	Pg. 9	Robes-Men's.....	Pg. 15	Sweatshirts.....	Pgs. 16, 17, 33
Athletic Shoes-Women's.....	Pgs. 25, 37, 38	Fans.....	Pg. 7	Rugs.....	Pgs. 26, 32	T-Shirts-Men's.....	Pgs. 17, 18
Audio Accessories.....	Pgs. 5, 9	Gloves.....	Pg. 14	Sandals-Men's.....	Pg. 11	T-Shirts-Women's.....	Pg. 24
Baseball Caps.....	Pg. 15	Grooming Supplies.....	Pgs. 7, 8, 10, 40	Sewing Repair Kit.....	Pg. 27	Televisions.....	Pgs. 3, 4, 32
Batteries.....	Pg. 10	Hair Dryer.....	Pg. 8	Shavers & Trimmers.....	Pgs. 8, 10	Thermal Underwear-Men's.....	Pg. 20
Belts.....	Pg. 14	Hats.....	Pg. 15	Sheet Set.....	Pg. 26	Towels/Washcloth.....	Pg. 27
Blanket.....	Pg. 26	Headphones.....	Pgs. 6, 8	Shirts & Tops-Men's.....	Pgs. 14, 16-19, 32, 33	Typewriters.....	Pg. 11
CD Player.....	Pg. 5	Hot Pots.....	Pg. 7	Shirts-Women's.....	Pgs. 24, 32, 33	Typewriter Supplies.....	Pg. 11
Calculator.....	Pgs. 8, 10	Jeans-Men's.....	Pgs. 14, 33	Shoelaces.....	Pg. 13	Typing Paper.....	Pg. 27
Candy & Food Products.....	Pgs. 28, 29, 30	Jeans-Women's.....	Pg. 24	Shorts.....	Pg. 13	Underwear-Men's.....	Pgs. 18, 19, 20
Cassette Player.....	Pg. 5	Jewelry.....	Pg. 23	Shorts-Men's.....	Pgs. 18, 32	Underwear-Women's.....	Pg. 26
Casual Shoes-Men's.....	Pg. 13	Lamps.....	Pgs. 7, 9, 32	Shorts-Women's.....	Pg. 24	Video Accessories.....	Pgs. 3, 4, 9
Clear Typewriters.....	Pg. 11	Light Bulbs.....	Pgs. 7, 9	Shower Bag.....	Pg. 27	Watches-Men's.....	Pgs. 8, 21
Clocks.....	Pg. 8	Mirror.....	Pg. 27	Snacks.....	Pgs. 28, 29, 30	Watches-Women's.....	Pg. 22
Clock Radios.....	Pgs. 10, 32	Order Forms.....	Pgs. 35, 39	Socks-Men's.....	Pg. 20	Weightlifting & Sports.....	Pg. 31
Coats.....	Pg. 15	Photo Albums.....	Pg. 27	Socks-Women's.....	Pg. 26	Work Boots.....	Pgs. 13, 36
Earplugs.....	Pg. 27	Power Strip.....	Pg. 7	Storage Containers.....	Pg. 31	Writing Supplies.....	Pg. 27
Electronic Accessories.....	Pgs. 3, 4, 5, 7, 9	Radios.....	Pgs. 5, 32	Sunglasses.....	Pg. 31		
				Surge Protectors.....	Pgs. 7, 9		