

MERRILL CORPORATION

Delivering Marketing Solutions to Real Estate™

POLICIES AND PROCEDURES:

Ordering:

Orders for all Property Marketing Products must be placed through the website. Order processing information is listed for each product to assist in determining approximate delivery times.

Customer Support:

Should you require ordering assistance or need additional information, our Customer Service Support Center is available to assist you Monday-Friday from 8:00 a.m. – 6:00 p.m., Central Time.

Customer Support: 1-800-344-2902

24 Hour Fax Line: 1-320-251-1406

E-Mail: remaxcustserv@merrillcorp.com

Payment:

Merrill Corporation accepts VISA, Mastercard, American Express and Discover credit cards as a method of payment. No C.O.D. orders can be accepted. Please add applicable sales tax for delivery to AZ, CA, CO, CT, DC, FL, GA, ED, IL, IN, MD, MA, MI, MN, MO, NJ, NY, OH, PA, TX, UT, VA AND WA. Prices are subject to change without notice. Your credit card or corporate account will be charged when your order is completed and shipped. We encourage you to save a copy of the order for your records.

Direct Mailing:

Products mailed via Postal Service:

Products will be mailed according to the service selected, 1st class or 3rd class. Items mailed 1st class should arrive in mailboxes within 4 business days after the product is produced. Most 3rd class orders will arrive within 10 – 14 business days of the product being produced. Products sent 3rd class might take longer in certain areas. Production time for each product will vary according to the specific product. Note delivery time for each product in the order area for each product.

Geographic Sort:

A prominent real estate specific data supplier is used for mailings requiring a geographic sort. Our tool gives you the power to create effective, highly targeted mailing lists quickly and easily.

- Search in real time by proximity or street.
- See results immediately; view your list online instantly, anytime and its *free* – no more followup reports to buy
- Easily select/deselect addresses or change the search criteria to zero in on the exact addresses you want to target.
- Detailed search capabilities; for example, target the actual homeowner of a vacation or rental property.
- Studies show that parcel based property data is more reliable when targeting homeowners, our mailing database now consists of the nation's largest database of property data.
- Your list is kept on file for future use — a terrific way to create a farming list.

Reprint Policy:

In the event a product received is unsatisfactory, please contact Customer Service immediately for reprint authorization. We highly recommend that all Property Marketing Products be proofed using the online proofing feature to ensure accuracy of the product. This will help prevent errors on the final product and ensure your product meets your needs. All reprint requests must be made within 30 days of the shipping date.