

## **Hampton Land & Lyrics Policies and Customer Assistance**

Your order is important to us. We strive to make the process as smooth as possible for each customer.

That is why we have chosen to use PayPal for credit card transactions. You may also choose to use our toll free number to place your order at: **1-800-392-0822** from within the United States, or at 1-575-483-0042 from outside. We are open weekdays from 9 AM to 5 PM, Mountain Standard Time. You may also print off an order form from the website and mail it to us. We can also be reached by email at [sales@rwhampton.com](mailto:sales@rwhampton.com).

### **Credit Card Processing and Security through PayPal:**

All payment details are processed by the credit card service known as PayPal, a subsidiary of eBay. Hampton Land & Lyrics does not have access to your credit card numbers. PayPal is a world-wide recognized payment and credit card processing company.

Transactions made through PayPal use security features provided by PayPal.

PayPal's security and privacy statements can be read by clicking on "Privacy Policy" at the bottom of PayPal's checkout page.

You can tell when your browser is in secure mode by looking at the toolbar at the bottom of the browser window. When you see a whole key or closed padlock you are in secure mode, this is known as Secure Sockets Layer (SSL), and transaction information is encrypted.

### **Hints for users new to PayPal:**

The first time you use PayPal to process a credit card transaction you are asked to provide name, address, phone number, and credit card information. You do not need to have an account with PayPal to purchase our products. Just go to the line "Don't have a PayPal account? Use your credit card or bank account (where available)". Click on "Continue ". It is not necessary to create a password if you are not creating an account. You may choose to set up an account for future use, allowing you to revisit PayPal, place orders and check transactions. The creation of a password is an additional security measure for future transactions.

### **No Additional Costs using Paypal**

There are no additional costs using PayPal. For basic purchase transactions, such as buying a music CD, there are no added costs, other than the amount for what you are buying (purchases, plus shipping & handling, plus NM sales tax if applicable).

### **Listening to Full Length Sound Clips:**

You can listen to full length recordings for all of R.W.'s music by selecting the album you are interested in on the Music page at [www.rwhampton.com](http://www.rwhampton.com) and then using the "jukebox" keys to select the song.

### **Shipping & Handling Fees:**

All orders ship within 72 hours of receiving them. Prices are listed in US Dollars.

#### **Standard Domestic Shipping:** Arrives in 7 to 10 Business Days

Orders Totaling \$0.00 to \$14.99 ship for a flat fee of \$3.00

Orders Totaling \$15.00 to \$60.00 ship for a flat fee of \$5.00

Orders Totaling \$60.01 to \$100.00 ship for a flat fee of \$7.00

All Orders Totaling over \$100.00 ship for FREE

#### **Priority Shipping (Domestic Only):** Arrives in 3 to 7 Business Days

Orders Totaling \$0.00 to \$20.00 ship for a flat fee of \$6.50

Orders Totaling \$20.01 to \$60.00 ship for a flat fee of \$9.50

Orders Totaling \$60.01 to \$100.00 ship for a flat fee of \$12.50

Orders Totaling over \$100.01 ship for a flat fee of \$15.00

#### **Standard International Shipping:** Arrives in 1 to 2 weeks

Orders Totaling \$0.00 to \$20.00 ship for a flat fee of \$6.50

Orders Totaling \$20.01 to \$60.00 ship for a flat fee of \$9.50

Orders Totaling \$60.01 to \$100.00 ship for a flat fee of \$12.50

Orders Totaling over \$100.01 ship for a flat fee of \$15.00

### **Return Policy:**

We are happy to accept your return and will refund your payment for the amount of the items purchased (shipping costs will not be refunded) if you:

Return the following items UNOPENED: CDs, Cassettes, Harmonicas, Coffee & Books. Items without packaging (Key Fobs, Coasters, Art) must be returned in "like new" condition. Include you're a copy of your Sales Order.

Return your items within 30 days of delivery date.

Please pack the product securely with the Sales Order and ship to:

Hampton Land & Lyrics  
P.O. Box 150  
Cimarron, NM 87714-0150

NOTE: Original and return shipping costs will not be refunded.

### **Damaged or Defective Items:**

If you have received defective, damaged, or incorrectly shipped merchandise, please notify us at 1-575-483-0042 and we will replace or refund your order right away.