MAIL ORDER, TELEPHONE ORDER, INTERNET, FUTURE DELIVERY ADDENDUM TO MERCHANT APPLICATION

If type of business is *any percentage* of Card Not Present (Mail Order, Telephone Order, Internet) or Future Delivery of 3 days or more, the following information must be submitted with the Merchant Processing Application to the New Accounts Department for underwriting and application processing**:**

1. Type of merchant (Check Applicable Boxes):
   - ☐ Internet
   - ☐ Mail Order/Telephone Order
   - ☐ Future Delivery

2. Please provide details for type and/or range of products/services sold to clarify information on the merchant application form. _____
   _____
   _____

3. What is the time period for delivery of the product/service?
   - ☐ Within 48 hours
   - ☐ Within 2-3 days
   - ☐ Within 1 week
   - ☐ Within 2-4 weeks
   - ☐ Other _____

4. Please explain whose card is being charged for the average ticket amount documented on the merchant application form. _____
   _____

5. Please explain how/when you charge for goods/services (relative to order/pick/pack/ship)/ Please provide details about duration and frequency of charge(s)_____
   _____
   _____

6. Are orders received and processed at your business location? _____

   Who provides order fulfillment services? _____

7. Who owns the inventory of goods? _____

   Where is your inventory stocked? _____

8. Please describe merchant's approach to customer satisfaction including refund policy (how customers contact the merchant for service, and how service is provided)_____
   _____
   _____
   _____

9. Is refund policy clearly posted on website/documented?_____

   Does the customer sign a contract specifying terms and condition? Please explain _____
   _____

   Please provide a copy of the refund policy if not already included in application package

   Web Page Address(s): WWW. _____
   WWW._____

10. Server site location address(s):
    _____
    _____