



**D NOW INC**  
Proud Maker of Uncle Bubble

7150 Rainbow Dr.  
Unit 38  
San Jose, CA 95129

p: 408.332.3930  
f: 408.477.2334  
e: [sales@dnowinc.com](mailto:sales@dnowinc.com)  
visit: [www.dnowinc.com](http://www.dnowinc.com)

### **Shipping & Payment Information**

**D Now Inc. uses UPS as our primary shipping provider.** Shipping and receiving costs are calculated by weight and dimensions predetermined by UPS. D NOW INC. will package your shipment in boxes that generate the lowest cost to our customers. If you do not want to use UPS, please indicate a different freight provider and provide additional information with your order form.

#### **How to order Uncle Bubble:**

##### **Where to Begin**

- Fill out the order form and read carefully when following the instructions on the form. If you are a first time buyer, you will need to provide a credit reference, or, instead, pay by check. Paypal transactions are a new form of payment we also accept. Paypal charges can be set up by emailing Vicky Lin: [Vicky@dnowinc.com](mailto:Vicky@dnowinc.com)

##### **Transaction Terms**

- Automatic Terms for first time buyers: you will be billed upon receiving your shipment. This reflects a best case scenario, realistically, it may take us a week or more to process the billing as we do get busy. For your own records, check your tracking number to estimate the earliest billing date.
- Repeat Customers: When you use your Customer ID found on our new invoices you may write the Net Terms on the order form or email us to receive a Customer ID.
- Net Terms: Net Terms define the number of days after an order is received that the person will be billed. Net 15, Net 30, Net 40, Net 60 examples of terms used. We are able to set terms or arrange new terms with repeat customers. First time customers with orders over \$2,000.00 can arrange terms of Net 30 only.

##### **Order processing**

- Once your order is received, you will receive an order confirmation by email. If you do not provide us with an email we cannot promise you will receive an order confirmation.
- When your terms of payment are fulfilled, we will charge your credit card automatically and email you a payment confirmation email. We strongly suggest you provide an email so we can ensure order fulfillment and customer satisfaction.

#### **Disclaimer:**

##### **Mistakes Happen..**

- If you have received an incorrect shipment, please notify us immediately by calling 408-332-3930 or notifying the sales representative you work with. D Now Inc will send you the correct shipment with expedited shipping with no extra shipping cost to you.
- If the package comes opened or tampered with, please return it back to UPS or your chosen freight provider immediately. We are not responsible for broken and expired goods due to mishandling by the freight provider. Once the product ends up on retail display for the public, it is the responsibility of the buyer to ensure the quality of the product if they are received in pristine condition. Please note that Uncle Bubble formulas have different expiration dates and are freshly made to ensure the highest quality.
- If the package arrives with broken products, please call 408-332-3930 or fax us directly to resolve this problem as soon as possible. Emails will not be automatically returned so please leave a voicemail if necessary. As with tampered boxes, we are not responsible for broken products sold to the public. Please contact us and we will make arrangements to re-fulfill your order without additional shipping cost to you.

**Thank you for your recent order of Uncle Bubble Products!**