

## HOW TO ORDER

### By Shopping Cart:

Biocontrol Network is using the Americart shopping cart system, which does not rely on cookies, Java, JavaScript, or plug-ins that you may or may not have, thus maximizing compatibility. (Cookies are used to some extent, but the cart is FULLY functional for non-supporting or cookie rejecting browsers.)

The Americart system tracks shipping and handling costs for a variety of shipping methods. UPS and FedEx charge by zone and weight. However, shipping and handling charges calculated by the shopping cart system are produced based on shipping from our Nashville office. Please see our Shipping Guide for a full explanation of our shipping guidelines.

The Americart shopping cart system uses Secure Socket Layer encryption for sensitive credit card information to assure customer confidence.

All Shopping Cart orders and prices will be checked and confirmed by return E-mail, most often within 24 hours.

### By E-Mail:

Bring up the E-mail order form and copy it to a blank E-mail page. A copy of the fax order form can be found online at: <http://www.biconet.com/orders/ordersbyhand.html>

Fill in the Item #, Quantity, Description, Unit size, Shipping Weight and Prices of all items in your order along with a complete shipping address, E-mail address and daytime phone number.

To make this E-mail based form "safe", we recommend that you send only half of your credit card number with the order. Do not forget to supply an Expiration Date with the credit card number, or we cannot process the order. Send the other half of the credit card number via a separate E-mail message. This way, any intercepted E-mail will contain an incomplete number. The chance of two different E-mail messages being intercepted is highly remote. We take every conceivable precaution with our customer's credit card numbers. All E-mail orders and prices will be checked and confirmed by return E-mail, most often within 24 hours.

### By Phone:

**Toll free:**  
(800) 441-BUGS (2847)  
**Outside the U.S.:**  
(615) 370-4301

**Office Hours:**  
8:30 am -7:30 pm Central Time  
Monday through Friday, except US holidays

To expedite your phone order, please have the following information ready:

1. Your customer account number. (If you've ordered before)
2. Your credit card number.
3. A complete list of the products you want to order, including item number and quantities. We are always happy to help you choose the beneficials and other products that are best suited for your particular needs.

### By Fax:

**FAX:**  
(615) 370-0662

You may fax us your order 24 hours, 7 days a week. All fax orders must include credit card information and a daytime phone number. Please complete the order form. A copy of the order form can be found online at <http://www.biconet.com/orders/OrderForm.pdf> We will add the shipping charges.

### By Mail:

Please complete the mail order form. A copy of the order form can be found online at <http://www.biconet.com/orders/OrderForm.pdf> We will add the shipping charges.

All mail orders must include credit card information or check and a daytime phone number. Please call for a shipping quote, if you do not call for a shipping quote, your order may be delayed.

**Toll free:**  
(800) 441-BUGS (2847)  
**Outside the U.S.:**  
(615) 370-4301

Fill in the Item #, Quantity, Description, Unit size, Shipping Weight and Prices of all items in your order along with a complete shipping address, E-mail address and daytime phone number. Please make sure the order form is complete.

**Mail to:**  
Biocontrol Network  
5116 Williamsburg Rd.  
Brentwood, TN 37027

### Notice:

The issue of transmitting credit card numbers over the Internet is a concern to many. Our shopping cart system, by Americart supports secure and non-secure browsers. Upon pressing Send on the secure order form you may be prompted by a message stating the resulting E-mail is not secure, which although technically true, your order travels from the Secure Cart Server, where half of your credit card information is stored, to a non-secure mail server which delivers the order with partial credit card information to us. The missing portion of your credit card information is retrieved by a secret password available only to qualified Biocontrol Network personal while processing orders. All sensitive internal customer information is password protected.

All prices in this catalog are subject to change without notice. Prices on beneficial insects may vary depending on availability, quantities ordered, and the whims of Mother Nature. Be assured that we will always give you the best price possible.

Biocontrol Network does not publish or sell customer information to any service. All information supplied to us is kept confidential.

## SHIPPING

### Shipping Guidelines

1. Beneficial insects, mites and nematodes must ship via Second Day or Next Day Air, except in special cases. Earthworms and praying mantis cases, may be shipped via U.S. Priority Mail. Still, FedEx is preferred. (Please be aware that Priority Mail is not a guaranteed service, and we will not be responsible for lost or late shipments.) During the hottest months of the summer, Overnight service may be necessary in order to insure live delivery. Live products ship on Monday, Tuesday, Wednesday (2nd Day), and Thursday (Overnight) only. Saturday Delivery is available only in certain metropolitan areas of the USA. (Certain "specialty" bugs are shipped only on Tuesdays. See #3 below)
2. Some beneficial insect suppliers ship only via Federal Express, and some suppliers ship only via UPS. We will inform you when there is no choice in shipping method. However, if you have a reason to prefer one carrier over another we will do what we can to fulfill your request. If using the shopping cart, please indicate the reason for a specific shipping preference in the Special Instructions box.
3. Certain "specialty" bugs are shipped as they become available. Some bugs are delivered from the producer only once a week, and orders are re-shipped to customers the same day they arrive at our distribution center. We make every effort to fulfill orders as soon as possible. Specialty bugs need to be ordered by noon Friday be fulfilled the following Tuesday. Still, certain bugs are subject to availability.

4. For mixed order (live organisms and other goods), you will receive 2 or more shipments. Separate shipping charges will apply. We will do our best to combine products to save you shipping expense where ever possible. Certain non-insect items may be shippable with insects.)
5. The Shipping Tables are "estimated" based on shipping rates from our principal warehouse location. Some items may require that they ship separately and some items ship from different locations (insects, for instance), so charges may vary. A sales representative will review your order and make appropriate adjustments.
6. Shipments totalling more than 200 lbs will usually be shipped by truck, in which case, UPS rates do not apply. Call for freight rates.
7. Whenever possible, orders under 5 lbs (other than insects) and with a value of under \$40.00 will be shipped via U.S. Priority Mail. Priority Confirmation (\$0.45) will be added to all U.S. Priority Mail packages worth over \$40 in value.
8. For AK, HI and overseas shipments, call for shipping charges.
9. We do our best to get orders cleared for shipment expeditiously. If there will be a delay of more than three days for Ground shipments or one day for express shipments, we will contact the customer with the estimated ship date.
10. We cannot guarantee that Overnight or Second Day shipping requests will be shipped the same day the order was placed. However, given time, we will always do our best to move it out for you.
11. There is a \$10 surcharge for Saturday Delivery by UPS and Federal Express.
12. ADDRESS ACCURACY: Both UPS and Federal Express charge \$5.00 for address correction on Ground shipments, and \$10 for address correction on Express shipments (3 Day, 2 Day & Overnight) if correction is made after package has shipped. Please be sure to include all pertinent information, including apartment number, floor number, room number, etc.

Incorrect shipping addresses (wrong house #, wrong zip, missing apartment #, etc) will incur charges that will be passed on to the customer, unless the error is clearly our fault.

If the carrier charges for an address correction and you disagree, you must produce proof of your claim. We will not argue such cases with the carrier unless they have clearly charged in error and we have documentation.

### **Damaged Goods and Returns:**

We prepare your orders with care, but occasionally an item may arrive damaged or defective. We guarantee your satisfaction, and we can only do so if you notify us immediately if you receive damaged or defective merchandise. Retain all packing materials and have them available when you call so we can address the issue and initiate a claim against the carrier if necessary.

Live insects and eggs CANNOT be returned. If there is a problem with a shipment, please contact a representative to discuss what can and will be done about it.

If, within 30 days, you decide that you are not pleased with the item that you ordered, please contact us for a Return Authorization number. Electronic items are subject to a 15% restocking fee if returned, unless the product was received in error (our fault). LaMotte Soil Testing products carry a 20% restocking fee.

Shipping costs will NOT be refunded on voluntary returns. If the product you received from us was clearly NOT the product you ordered, then we will cheerfully cover the cost of returning the mistaken product to us and shipping you the correct product in its place. In most cases, we will generate a return label which will accompany the replacement item.

If you decide that you do not wish to keep the product that you ordered, we will accept returns within 30 days of purchase and we will refund the purchase price of the product less the re-stocking fee where applicable. Under no circumstances will we be responsible for shipping charges on voluntary returns.

Failure to obtain a Return Authorization will delay processing of your return. Merchandise must be received within 15 days of Return Authorization.

We cannot under any circumstances offer refunds on returned insects. Biocontrol Network cannot guarantee that beneficial insects will perform to your expectations, but we do guarantee that they will arrive alive. In most cases, the insectary includes a pre-determined percentage of extra bugs to account for mortality in transit.

## **Payment Options:**

### **Minimum Order:**

Orders under \$20.00 (excluding shipping and handling) will be charged a \$1.95 service fee.

### **Payment:**

All orders are payable at time order is placed; check, money order, or credit card (MasterCard, Discover, VISA, American Express) and now PayByCheck, the Secure Internet Check. Sorry, no CODs.

### **Secure Internet Check:**

To use PayByCheck you must have a valid checking account from a U.S., Puerto Rican, U.S. Virgin Islands, or Canadian financial institution with sufficient funds to cover this transaction.

*Please make money orders or checks payable to:*

Biocontrol Network  
5116 Williamsburg Road  
Brentwood, TN 37027

Returned Checks: There is a \$20 charge for returned checks.

### **Bank Wire:**

Contact our office for bank wire instructions. There is a \$20.00 bank fee assessed on all domestic wire transfers and a \$40.00 bank fee assessed on all international wire transfers.

### **Toll free:**

(800) 441-BUGS (2847)

### **Outside the U.S.:**

(615) 370-4301

### **Office Hours:**

8:30 am -7:30 pm Central Time

Monday through Friday, except US holidays

### **Established Commercial Accounts:**

21 days net; 2.5% monthly finance charge assessed on overdue accounts.