

COMMENTS: _____

SHIPPING ADDRESS

First Name: _____ Last Name: _____

Company: _____

Street: _____ Apt/Suite: _____

City: _____ Province/State: _____ Postal Code/Zip: _____

Country: _____ Email: _____

Phone (daytime): _____ Phone (evening): _____

BILLING ADDRESS same as above

First Name: _____ Last Name: _____

Street: _____ Apt/Suite: _____

City: _____ Province/State: _____ Postal Code/Zip: _____

Country: _____

PAYMENT

Cheque: US \$ Canadian \$

Money Order: US \$ Canadian \$

Credit Card: Visa MasterCard

Number: _____ - _____ - _____ - _____

Expiry Date: ____ / ____
 m m / y y

Have you ordered from us before? Yes No

Where did you learn about us? (check one)

Magazine _____ Conference _____

Workshop _____ Other _____

INFORMATION

SILK YARNS & RIBBONS

FULL SKEINS (not embroidery threads and ribbons)
Full skeins cannot be divided — we require you to purchase one skein per yarn or ribbon type – approximate weight/yardage per skein is indicated in the price list.

HAND DYEING

Please allow 3–4 weeks for the hand dyeing of all yarns and ribbons. Keep in mind that shipping times vary and is not included in the dyeing time.

PAYMENT

Visa, MasterCard, cheque and money order.

Prices are in Canadian dollars and are subject to change without notice.

If you wish to pay by cheque or money order, please ask us for the total amount including postage and taxes (as applicable) in Canadian or US dollars.

Your credit card will not be charged until your order is shipped. Orders paid by cheque or money order will not be shipped until payment arrives.

SHIPPING

Orders are generally shipped the next business day after we receive your order (custom dyed yarn and ribbon are the exception). We cannot accept responsibility for delays that are beyond our control.

Canada – CanadaPost

Expedited (2–11 business days). Standard service.

Xpresspost (2–3 business days). On request.

Priority (2 business days). On request.

USA – US Mail (USPS)

AirMail (average delivery time is 2 weeks). Standard for orders under 1kg (2.2lb) and less than \$100.

Expedited (6–13 business days). Standard Service.

Express (4–7 business days). On request.

International We ship overseas. Please ask.

Courier We can ship by courier in Canada only.

TAXES

The following taxes are added to Canadian orders. No taxes are added to orders from outside Canada.

BC: 12% HST	QC: 5% GST	YT: 5% GST
AB: 5% GST	NB: 13% HST	NU: 5% GST
SK: 5% GST	NS: 15% HST	NWT: 5% GST
MB: 5% GST	PEI: 5% GST	
ON: 13% HST	NL: 13% HST	

RETURNED GOODS

Authorization is required to receive credit. Please contact us before returning any product.

All returned goods must be resaleable.

Return via **postal** service only. No COD. All shipping is to be **prepaid**.

A 15% restocking fee applies.

NEED GUIDANCE?

Treenway makes it easier to decide. If you need guidance please ask us. We have sample cards available as well as loads of helpful information contained in our online series **learn more about....**

Call us toll free 1.888.383.7455 or email us at silk@treenwaysilks.com

RECYCLED PACKAGING

In our continuing commitment to keep costs down and help the environment, you may see your order arrive in recycled boxes.

MAILING LIST

We NEVER Sell Our Mailing List!

Your personal information is kept private and is to notify you of our newsletters and web specials.

NOTE

Treenway Silks reserves the right to refuse any order placed by the customer.

TREENWAY SILKS

501 Musgrave Road | Salt Spring Island | BC | Canada | V8K 1V5
Toll-free: 1.888.383.7455 | Tel: 250.653.2345 | Fax: 250.653.2347
info@treenwaysilks.com | www.treenwaysilks.com
Office Hours: Monday to Thursday 9am to 4pm (Pacific Time)