

**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): _____
