



800-345-2396
www.hartvilletool.com

Hartville Tool Club Member Discount Program Buying Instructions

Ordering Online

If you had an e-mail address submitted to us by your club representative you will automatically receive an e-mail notification from Hartville Tool welcoming you to the program as soon as you are enrolled. Once you get the e-mail you should go to our web site (www.hartvilletool.com) and log in under "My Account". The site should recognize your e-mail address automatically and pop it in the top line. Unless you were a prior customer who had previously set up an account, you will not have a password and should click on "Forgot Password" just below. Within a few minutes our system will send out a temporary password. You should use that to get in, and then you may edit it to whatever you wish.

You must log in to see and receive the discount when ordering online. The discount is shown once an item is dropped into the Shopping Cart. If an item is on sale or clearance, you will be given which ever is the better deal - either the sale price or the discount (but not both).

If you are not initially set-up for web ordering, but later decide you would like to order online, please call us at 800-345-2396 with your e-mail address. Once we add your e-mail address to your customer file an e-mail will be automatically sent notifying you that your online account has been activated, and you can begin ordering as outlined above.

NOTE: Members sometimes do not get notifications due to several reasons, including: 1) E-Mail address changes since we received the list; 2) Incorrect e-mail supplied; 3) Mis-typing at entry; 4) Spam blocks. Members who suspect a problem in this regard should give us a call so we can correct the problem.

Ordering by Phone, Fax, or Mail

To help ensure that you receive the special discounted club pricing when ordering by phone, fax, or mail, you should be sure mention that you are a Club Discount Program participant.

To place an order by:

- * Phone - Call 800-345-2396, Mon. through Fri. 8 AM to 5 PM Eastern time.
- * Fax - Call 330-877-4682, anytime 24/7
- * Mail - Send orders to:

Hartville Tool
Attn: Order Dept.
13163 Market Ave. N.
Hartville, OH 44632

Exclusions

- Discounts apply to regularly priced items from Hartville Tool only.
- If an item is on sale or special, the member will be given the lower of the prices. Either the sale or special price, or the discounted price, but not both. No further discounts will be given and offers cannot be combined.
- Offer also excludes:

Shipping & Handling Charges
Applicable Taxes
Gift Certificates/Cards;
Sjoberg Workbenches & Accessories
Festool Products.

- All prices and exclusions are subject to change without notice.