



:: Services

## Services

As in any purchasing decision there are always a number of intangibles to consider along with price. No other brick engraving company offers the depth of free services that we provide you. As one of the largest and oldest brick engraving companies in the U.S. - we have the knowledge, experience, and the tools to help make your fundraiser successful. That's why we say that we're "more than just your brick engraving company!"

**Fundraising Tools** – We provide the most comprehensive set of tools to assist you in helping your fundraiser be successful - at no extra charge. Start off by browsing our web site; there you will find our Prices, Products and Frequently Asked Questions. Next, ask us to send you our “**Getting Started Guide**.” Then, order your free sample. If you need **donor order forms** - we'll send them to you in Word and/or Excel formats for you to edit to your liking. Download **symbol charts**. Get brick **installation instructions**. Have your **Personalized Online Ordering Webpage**. Input your orders on-line as you sell your bricks with our **Online Ordering System** and then submit the order whenever you're ready. Finally, the **Bricks 'R Us Bulletin Board** allows you to ask questions and speak with other Bricks 'R Us customers to get ideas and suggestions regarding raising funds with bricks.

**Customer Service** - We believe that our customer service is what sets us apart from any other company. This is why we have our **24 Hour Policy** - we will always respond to your phone calls or emails within 24 hours. When you send us an order, you will receive a proof sheet within 24 hours. When you send the approved proof sheet, we will give you the actual shipping date within 24 hours. When we receive your payment, you will receive a received payment notification within 24 hours. When we ship your order, you will receive your tracking information within 24 hours. This is our way to make sure you are always informed throughout the entire process.

**Free Shipping** – All our prices include the brick, all text engraving, paint or epoxy fill if desired, and shipping. Many, if not most of our competitors charge for shipping. Don't forget to read the fine print! We feel we have the best prices of any brick engraving company but should you encounter a written lower price from a similar company and product, let us know we will beat our competitor's prices.

**No Per Line Charges** – All text engraving, regardless of number of lines is included in our pricing - others charge extra for additional lines.

**No Contracts to Sign** – We do not bind you to any contracts. A number of our competitors require you to sign a contract that will state that

you are not allowed to change vendors within a specified period of time. If you like our product and the services we provide you'll never have to go anywhere else. It's really that simple - sometimes just the old fashioned way of doing business works best.

**Minimum Order** – Our first time minimum order is only 25 bricks; after the initial amount you are only charged a \$15.00 fee if you order less than 10 bricks. With some companies you cannot order less than 100.

**Delivery Times & Payment** – We have one of the fastest delivery times in the industry; your order will ship approximately 3 to 4 weeks from the date at which the final proofs are received. If a shorter delivery time is needed we will do our best to accommodate you at no extra charge. There are no upfront or scheduled payments required - just pay prior to shipment.

**Submitting Your Order** – We will accept your order in the format that is easiest for you! You may enter your order directly on-line through our website (?); you may e-mail it in most any format, fax it, or send by regular mail. Others will make you send your order in a specific format - many times this requires you to put your inscriptions onto a diskette which you must mail back; that might mean that you are doing duplicate entry, we think that's pretty low-tech for these times! We're here to make the ordering process fit your needs - not ours! As we just mentioned you can enter your orders directly on-line through our website; this on-line ordering system will save you time and money - there's a discount for your first on-line order! It allows you to print donor reports including their donation amount, your invoice, and proof sheet immediately. Additionally, through our website your donors may also enter their own orders or have us create your own page on our server. In short, we provide the easiest, most flexible and widest array of ordering tools available in the brick engraving industry.

**Proofing** – If you place your order on-line you can print your proof sheet and invoice immediately! If your order is sent to us by other means you will receive a proof back from us within 24 hours. By having a proofing process you are able to make any corrections, additions or deletions to your order. Surprisingly, many of our competitors either do not offer a proofing process or will charge for any changes. They assume that if you put it in their format that there won't be any mistakes, yet we're all human and both of us are apt to make a data entry error from time to time. It's an added level of protection for both of us that we feel is well worth the little extra time it takes.

**Guarantee** – All our products are guaranteed for life provided they were installed properly. Our brick laying instructions were developed by the Brick Industry Association and others. Make sure you have a qualified mason to do your installation. Don't be embarrassed to ask the masonry company you've chosen if they might be willing to donate some time and/or materials in exchange for a free brick - its good advertising for them!

**Quality** – All of the above is moot unless you receive a quality product. At 15 years of age we are one of the largest and oldest brick engraving companies serving the fundraising industry in the U.S. - we know how to engrave and which products are the right ones to engrave on!

**Fulfillment Services** — Our Fulfillment Services are the only services that we charge any additional money for. For those organizations that do not want to or do not have the ability/staff to receive orders, we will do that for you. We will accept all of the phone calls and orders as well as collect the money and make the deposits at a bank that you can always view on-line. We will give you monthly reports and through our Online Ordering System, you will always know the status of your campaign. We will charge an additional amount *per brick* which is a cost savings to you - you don't have to pay for every caller that contacts us; only the ones that purchase a brick; this avoids any out of pocket expenses.

**Personal Web Page** — Bricks 'R Us will design a personalized web site for your organization so that your donors can easily order their bricks. This site can display your logo, pictures or anything else you would like displayed. The web site will end in a name of your choice and has the ability to accept electronic checks and/or credit cards.