

As in any purchasing decision there are always a number of intangibles to consider along with price. Almost everything you need to know about our company is listed below. No other brick engraving company offers the depth of **free** services that we provide to 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. If you are not computer savvy, we're happy to create order forms for you. 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.

**Price Match Guarantee** — We're committed to providing the lowest prices! Since we're confident about our [prices](#), we list all of our [costs](#). We want you to receive the best pricing available from any brick engraving company. If you find a similar competitor and product with a lower price, we will MATCH IT and still include all of our services. Just provide any written quote or company name and if it's lower than our pricing, we'll MATCH IT!

**Personal Web Site (Donor Site)** — Bricks R Us will design a secure Donor 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.

**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, 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 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. We provide the highest amount of lines and characters than any other brick engraving company. 4x8: 4 lines, 21 characters (3 lines, 18 characters recommended), 8x8: 8 lines, 21 characters (6 lines, 18 characters recommended), 12x12: 12 lines, 25 characters (10 lines, 23 characters recommended).

**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** — You can order any amount of bricks at any time. If you order less than 25 on your initial order, we only add a \$35 (total) fee. Any order thereafter, we only add a \$15 (total) fee.

**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 **any format!** You may enter your order directly on-line through our website (?); you may e-mail it, fax it, or send by regular mail. Others will make you send your order in a specific format. We're here to make the ordering process fit your needs - not ours! You can enter your orders directly on-line through our website; this on-line ordering system will save you time and money. 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** — Send us your order in ANY format and we'll convert the inscriptions to a proof sheet. 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 24 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!