

ORDERING INFORMATION

PROGRAM DATES:

Ordering Begins: February 15, 2019

Delivery to facility: Daily

WAYS TO ORDER:

Online: tennesseepackages.com

Phone: 1-800-546-6283

Mail: Access Securepak (TN), 10880 Linpage Place
St. Louis, MO 63132

Fax: 1-866-754-2813

ACCEPTABLE FORMS OF PAYMENT:

- Credit/Debit Cards—VISA, MasterCard, Discover
- Prepaid cards that have a verifiable United States address
- Cashier's check
- Money order

We do not accept personal checks and will return them to the sender. Credit/debit and prepaid cards will be charged on the day the order is placed. Refunds or credits will be applied to the card used for the order (allow additional time for refunds/credits on prepaid cards). **Access Securepak reserves the right to remove one or more items from the order due to insufficient payment.**

SALES TAX: Access Securepak is required by the state of Tennessee to collect a specific tax rate per facility on all items and a 5% Handling Fee. Please see Tax Rate Chart below.

TAX CHART:

Facility Name	Tax Rate %	Tax Rate Decimal
Bledsoe County Correctional Complex	9.250%	0.0925
Hardeman County Correctional Facility	9.750%	0.0975
Lois M. DeBerry Special Needs Facility	9.25%	0.0925
Mark H. Lutterell Correctional Center	9.25%	0.0925
Morgan County Correctional Complex	9.00%	0.0900
Northeast Correctional Complex (Annex)	8.50%	0.0850
Northeast Correctional Complex Main	8.50%	0.0850
Northwest Correctional Complex	9.75%	0.0975
Riverbend Maximum Security Institution	9.25%	0.0925
South Central Correctional Facility (Corecivic)	9.75%	0.0975
Tennessee Prison for Women	9.25%	0.0925
Trousdale Turner Correctional Center (Corecivic)	9.25%	0.0925
Turney Center Industrial Prison & Farm (Annex)	9.75%	0.0975
Turney Center Industrial Complex	9.75%	0.0975
West Tennessee State Penitentiary (WTSP)	9.75%	0.0975
Whiteville Correctional Facility (WCFA)	9.75%	0.0975

ELIGIBILITY: Access Securepak verifies inmate eligibility before shipping packages, if applicable.

LIMITS: Maximum of one Order per inmate, per Calendar Quarter. Order may be placed and received anytime during the first two calendar quarters using this catalog. **Quarter One ordering begins January 1, 2019 and ends March 31, 2019. Quarter Two ordering begins April 1, 2019 and ends June 30, 2019.** Maximum box size is 2'x 2' x 1.5'. Only one box per shipment unless a fan or TV is purchased, at which point the fan or TV can be shipped as a 2nd box. Specific items will have quantity restrictions enforced by the Tennessee DOC. If the order items DO NOT fit in the maximum box size, we will remove products until they fit in the maximum box size. Any merchandise order \$10.00 or greater will have free freight charges. Any merchandise order less than \$10.00 will be assessed a \$6.95 freight fee.

CATALOG CHANGES: Every effort has been made to show and describe the merchandise and all information as accurately as possible. Many manufacturers make changes in design, color, package size, and style after catalog production and therefore, we reserve the right to discontinue or change product specifications without prior notice. We regret any changes that might occur and will make every effort to minimize these occurrences. Inadvertent errors in product descriptions, pricing, and special offers are not binding on Access Securepak, and may be adjusted by Access Securepak at any time. Prices and offers are subject to change and available while supplies last. Always consult our website, tennesseepackages.com, for the latest updates on this package program.

RETURNS: Used or damaged items cannot be returned, exchanged or refunded. They are covered only by the manufacturer's warranty. If an item is found to be defective upon receipt and is returned to us within 30 days it shall be repaired or replaced at no charge. Please include a copy of your invoice and note that the item is defective.

- For RCA televisions, please send to Access Securepak, 3601 New Town Blvd, St. Charles, MO 63301.

Access is not responsible for refused items. Processing fee charges are non-refundable. When returning a television for repair, please include your name, identification number, name of institution, television brand, model number, serial number, original date of purchase and reason for return.

CUSTOMER SERVICE:

tennesseepackages.com

Automated system is available 24 hours a day, seven days a week.

1-800-546-6283

Live bilingual representatives are available Monday through Friday, 7:30 a.m.–11 p.m. CST, and Saturday, 10 a.m.–4 p.m. CST.

