

Ohio Department of Rehabilitation & Correction Exempt Program 2016

Ship to:

Sorry, we cannot send orders from one inmate to another

Inmate Name: _____ ID#: _____
(Please Print)

Institution/Dorm/Housing#: _____
(Please Print)

Street Address: _____
(P.O. Box is not accepted) (Please Print)

City, State, Zip: _____
(Please Print)

Senders Information

We can't fill order without this information

Name: _____
(Please Print)

Street Address: _____
(Please Print)

City, State, Zip: _____
(Please Print)

Phone #: _____

Email: _____
(You will receive an e-mail confirming the order was received and an e-mail when the order ships)

PRODUCT LIMITS

- ¹ Boots - Limit 1
- ² Chain w/medallion - Limit 1
- ³ Dress Shoe - Limit 1
- ⁴ Ear Buds - Limit 1
- ⁵ Handheld Gaming Device - Limit 2
- ⁶ Headphones - Limit 1
- ⁷ Prayer Robe - Limit 1
- ⁸ Radio - Limit 1
- ⁹ Tennis Shoes - Limit 1

QTY	ITEM#	ITEM DESCRIPTION	SIZE	WEIGHT	TOTAL WEIGHT	PRICE	TOTAL PRICE
THE SHOE LOCKER							
SHOES							
___	80890-99	Nike FS Lite Trainer 3 Cross Trainer Shoes ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14		20.0 oz.		\$69.99	
___	80891-99	Nike Flex Show TR4 Training Shoes ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14		24.0 oz.		\$65.00	
___	80963-04	Nike Overplay VIII Basketball Shoe - Black ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		40.0 oz.		\$65.00	
___	80942-01	Nike Cortez Basic Running Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		24.0 oz.		\$55.00	
___	80943-01	Osiris Protocol XPD Skate Shoe ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14		24.0 oz.		\$55.00	
___	80945-01	Skechers Serpentine ⁹ 6.5, 7, 7.5, 8, 8 W, 8.5, 8.5 W, 9, 9 W, 9.5, 9.5 W, 10, 10 W, 10.5, 10.5 W, 11, 11 W, 11.5, 11.5 W, 12, 12 W, 13, 13 W, 14, 14 W, 15, 15 W, 16, 16 W		16.0 oz.		\$49.95	
___	80950-01	Adidas Ilation Mid ⁹ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		32.0 oz.		\$50.00	
___	80955-01	DVS Barton Skate Shoe ⁹ 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14		41.0 oz.		\$49.95	
___	80957-01	Nike Toki Low Text ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$60.00	
___	80959-04	Nike MD Runner 2 ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$60.00	
___	80960-04	Nike FS Lite Run 3 Running Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$69.99	
___	80961-04	Nike Dart 11 ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$52.00	
___	80962-04	Nike Flex Experience Run 4 ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$60.00	
___	80993-01	Reebok Work N Cushion 2.0 ⁹ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		50.9 oz.		\$50.00	
___	80956-01	Nike Revolution 3 ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 14, 15		32.0 oz.		\$60.00	
___	50404-01	Reebok Classic Leather Running Shoe ⁹ 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		28.5 oz.		\$48.00	
___	52126-01	Nike Air Force 1 Low Court Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		24.0 oz.		\$75.00	
___	53702-01	Nike T-Lite XI Men's Running Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		22.8 oz.		\$60.00	
___	53701-01	Nike Flex Show TR 2 Cross Trainers ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		19.4 oz.		\$65.00	
___	53685-01	New Balance MX409PR Cross Training Shoe ⁹ 7, 7 (2E), 7 (4E), 7.5, 7.5 (2E), 7.5 (4E), 8, 8 (2E), 8 (4E), 8.5, 8.5 (2E), 8.5 (4E), 9, 9 (2E), 9 (4E), 9.5, 9.5 (2E), 9.5 (4E), 10, 10 (2E), 10 (4E), 10.5, 10.5 (2E), 10.5 (4E), 11, 11 (2E), 11 (4E), 11.5, 11.5 (2E), 11.5 (4E), 12, 12 (2E), 12 (4E), 13, 13 (2E), 13 (4E), 14, 14 (2E), 14 (4E), 15, 15 (2E), 15 (4E)		35.9 oz.		\$39.99	
___	80436-04	Nike Downshifter 6 Running Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		29.6 oz.		\$49.95	
___	80414-04	Nike Overplay VIII Basketball Shoe - Black ⁹ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 14		40.0 oz.		\$65.00	
___	80162-01	Nike Dual Fusion TR IV Running Shoe ⁹ 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		32.0 oz.		\$75.00	
MEN'S CASUAL SHOES							
___	81347-04	Veeko Black Slip On Dress Shoe 8.5, 9, 9.5, 10, 10.5, 11, 12, 13		29.3 oz.		\$20.00	
BOOTS							
___	52116-25	Timberland Men's Pitboss Work Boot [M] ¹ 7, 7 Wide, 7.5, 7.5 Wide, 8, 8 Wide, 8.5, 8.5 Wide, 9, 9 Wide, 9.5, 9.5 Wide, 10, 10 Wide, 10.5, 10.5 Wide, 11, 11 Wide, 11.5, 11.5 Wide, 12, 12 Wide, 13, 13 Wide, 14, 14 Wide, 15, 15 Wide		83.2 oz.		\$77.00	
___	52118-23	Timberland Direct Attach Work Boot Wheat... ¹ 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15		83.2 oz.		\$80.00	
___	80390-23	Lugz Mid Monster Boot - Wheat ¹ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13		20.0 oz.		\$50.00	
___	80390-04	Lugz Mid Monster Boot - Black ¹ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13		20.0 oz.		\$50.00	
ELECTRONICS							
TELEVISION ACCESSORIES							
___	5013706099	Coaxial Cable - 6 ft. LIMIT 1		2.3 oz.		\$2.70	
___	5193201099	RF Modulator LIMIT 1		4.0 oz.		\$16.50	
AM/FM RADIOS							
___	5054601099	GPX R2825 Clear AM/FM Radio (Earbuds... [C]) ⁸		6.4 oz.		\$13.10	

TOTAL WT. _____ TOTAL _____

QTY	ITEM#	ITEM DESCRIPTION	SIZE	WEIGHT	TOTAL WEIGHT	PRICE	TOTAL PRICE
AM/FM RADIOS (cont.)							
___	5100501099	Sony SRF-39 FP Clear AM/FM Radio [C] ⁸		3.7 oz.		\$27.50	
___	5136301099	Sony SRF-M35 FP Clear Digital AM/FM Radio... [C] ⁸		4.2 oz.		\$39.95	
___	5075201099	Sangean DT - 120 AM/FM Stereo Pocket Radio ⁸		3.7 oz.		\$45.50	
HEADPHONES							
___	5128101099	Koss CL-2 Clear Headphones [C] ⁶		2.6 oz.		\$6.50	
___	5128201099	Koss CL-20 Clear Headphones [C] ⁶		8.0 oz.		\$25.00	
___	5066201099	Koss CL-PRO Clear Headphones [C] ⁶		16.0 oz.		\$18.50	
___	5326301099	Skull Candy Clear Xtreme Explosive Headphones ⁶		4.8 oz.		\$21.00	
___	8061301099	Koss CL-4 Headphones w/ Volume Control ⁶		3.4 oz.		\$12.55	
___	8137201099	Sentry Clear Dura-Flex Xtream Headphones ⁶		16.0 oz.		\$15.00	
EARBUDS							
___	5029401099	Koss CL-3 Clear Earbuds [C] ⁴		0.7 oz.		\$3.70	
___	5172801099	Clear Earbuds [C] ⁴		0.7 oz.		\$4.10	
___	5195501099	GPX Clear Earbuds [C] ⁴		1.0 oz.		\$2.10	
___	8018801099	Skull Candy "Smokin 2" Earbuds ⁴		1.2 oz.		\$23.00	
___	8066201099	Koss CL-24N Earbuds w/ 4ft. Cord ⁴		1.0 oz.		\$19.95	
TYPEWRITER/ACCESSORIES							
___	5045101099	Swintec Typewriter #2410CC [C] LIMIT 1		212.8 oz.		\$228.00	
MISCELLANEOUS							
GAMES							
___	5187501099	Sudoku Handheld Game ⁵		4.0 oz.		\$17.95	
FAITH ITEMS/JEWELRY							
___	8702702024	Islam Prayer Beads - Wood LIMIT 1		1.2 oz.		\$4.50	
___	8705504099	Prayer Rug 44" x 26" LIMIT 1		10.0 oz.		\$17.00	
___	8703601001	Skull Cap (Yarmulke) Unlined - White LIMIT 1		1.0 oz.		\$1.50	
___	8701801024	Japa Mala Beads - Brown LIMIT 1		0.3 oz.		\$9.50	
___	8004301099	Stainless Steel Cross w/18" Chain ²		1.0 oz.		\$50.00	
___	87100-90	Cross Pendant with Sterling Silver Chain ² 18"		0.4 oz.		\$48.00	
___	87100-90	Cross Pendant with Sterling Silver Chain ² 20", 24"		0.4 oz.		\$50.00	
___	87104-90	Star of David Pendant with Sterling Silver Chain ² 18"		0.4 oz.		\$48.00	
___	87104-90	Star of David Pendant with Sterling Silver Chain ² 20", 24"		0.4 oz.		\$50.00	
___	87106-90	Allah Pendant with Sterling Silver Chain ² 18"		0.4 oz.		\$48.00	
___	87106-90	Allah Pendant with Sterling Silver Chain ² 20", 24"		0.4 oz.		\$50.00	
___	8045304099	Al Hannah Embroidered Long Kurta Shirt (Large) ⁷		16.0 oz.		\$39.99	
___	8045305099	Al Hannah Embroidered Long Kurta Shirt (XL) ⁷		16.0 oz.		\$39.99	
WOMEN'S							
SHOES							
___	80010-01	Nike Women's T-Lite XI Cross Trainer Shoe ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12		30.4 oz.		\$60.00	
___	53686-01	New Balance WX409 Women's Cross Trainer Shoe ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 12		34.8 oz.		\$50.00	
___	80964-04	Nike Flex Trainer 5 Cross Trainer Shoes ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12		41.0 oz.		\$60.00	
___	80965-01	Nike Revolution 3 Running Shoes ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12		40.0 oz.		\$60.00	
___	80992-01	Reebok Work N Cushion 2.0 ⁹ 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12		24.0 oz.		\$50.00	
___	81369-27	Timberland Titan 6" Work Boot ¹ 5.5, 5.5 W, 6, 6 W, 6.5, 6.5 W, 7, 7 W, 7.5, 7.5 W, 8, 8 W, 8.5, 8.5 W, 9, 9 W, 9.5, 9.5 W, 10, 10 W, 11, 11 W		48.0 oz.		\$80.00	
DRESS SHOES							
___	80997-04	Eastland Hailey English Moc Venetian ³ 6, 6.5, 7, 7 W, 7.5, 7.5 W, 8, 8 W, 8.5, 8.5 W, 9, 9 W, 9.5, 9.5 W, 10, 10 W, 11, 11 W		16.0 oz.		\$65.00	
___	80998-20	Eastland Sunrise One Eye Boat Shoe ³ 5.5, 6, 6.5, 7, 7 W, 7.5, 7.5 W, 8, 8 W, 8.5, 8.5 W, 9, 9 W, 9.5, 9.5 W, 10, 10 W, 11, 11 W		24.0 oz.		\$60.00	
___	80999-05	Eastland Lucy Slip On ³ 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 11		24.0 oz.		\$42.00	
___	81000-04	Eastland Skip One Eye Boat Shoe - Black ³ 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 11		24.0 oz.		\$42.00	

TOTAL WT. _____ TOTAL _____

C - Clear

4 WAYS TO PLACE YOUR ORDER

- 1) Order online at: **ohiopackages.com**
- 2) Order by phone: **800-546-6283**
- 3) Order by mail by sending to: Access Securepak (OH) 10880 Linpage Place
St. Louis, MO 63132
- 4) Order by fax: 866-754-2813

Merchandise	Sales Tax	Total
Taxable Property	<input type="text"/> <small>Multiply taxable items per your facility's tax rate (see chart below)</small> x <input type="text"/>	= <input type="text"/>
Non-Taxable Property <small>(Item #983 Lrg #10 Stamped Envelope only)</small>	<input type="text"/> x N/A	= <input type="text"/>
Subtotal <small>(Merchandise cannot exceed 424 oz.)</small>		= <input type="text"/>
Processing Fee	\$4.00 <small>Add tax to your processing fee per your facility's tax rate (see chart below)</small> x <input type="text"/>	= <input type="text"/>
TOTAL AMOUNT DUE		<input type="text"/>

SELECT PAYMENT METHOD:

- Institutional Check Cashier's Check Money Order
 MasterCard VISA Discover

(Make Checks & Money Orders Payable to ACCESS SECUREPAK®)

Cardholder Name: _____ (Please Print)

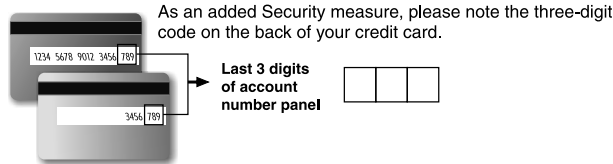
Cardholder's Signature: _____

Daytime Phone Number: (_____) _____

Credit Card Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Expiration Date: _____ Today's Date: _____



PROGRAM DATES:

- First Date to Place Orders:** January 1, 2016
Last Date to Place Orders (phone & web): December 31, 2016
Postmark Date (mail orders): December 16, 2016
Delivery Date: Facility's will receive daily shipments.
However, Lake Erie CI and North Central CC will receive weekly shipments.

PAYMENT INFORMATION: We accept Visa, MasterCard and Discover credit / debit cards and prepaid cards (that have a verifiable United States address), cashier's checks, money orders or checks from correctional institutions. When paying by credit card be sure to include the card number, expiration date, card verification number (3 digit card verification number found on the back of the card), card member's name, address and phone number. We do not accept prepaid credit cards that lack the ability to assign a valid United States address to the card holder. *Personal checks will NOT be accepted and the orders will be returned to the sender.*

ORDERS PLACED WITH A CREDIT, DEBIT, or PRE-PAID CARD: All cards will be charged on the day the order is placed. Any refunds/credits due will be applied to the original card used. Please allow additional time for refunds/credits to be processed when using a prepaid card.

SHIPPING INFORMATION: Inmate's Name, ID #, Institution/Dorm/Housing Unit & Address

SENDER'S INFORMATION: Sender's Name, Address, Phone Number & Email Address

PROCESSING FEE: \$4.00 for all orders (non - refundable)

SALES TAX: Access Securepak® is required by the state of Ohio to collect sales tax on all property items and handling fees. Reference the tax chart below noting the facility's tax rate. To figure the sales tax amount take the subtotal and multiply it by the tax rate of the inmate's facility. Example: Allen/Oakwood CI \$50.00(subtotal) x 0.0675(tax rate) = \$3.38(tax total)|\$50.00(subtotal) +\$3.38(tax total) = \$53.38(total).

TAX TABLE:

Facility Name	City	Zip Code	Tax Rate %	Facility Name	City	Zip Code	Tax Rate %
Allen/Oakwood Correctional Institution	Lima	45802	6.75	Marion Correctional Institution	Marion	43302	7.25
Belmont Correctional Institution	St. Clairsville	43950	7.25	Noble Correctional Institution	Caldwell	43724	7.25
Chillicothe Correctional Institution	Chillicothe	45601	7.25	North Central Correctional Complex	Marion	43301	7.25
Correctional Reception Center	Orient	43146	7.25	Northeast Pre Release Center	Cleveland	44115	8.00
Dayton Correctional Institution	Dayton	45417	7.25	Ohio Reformatory for Women	Marysville	43040	7.00
Franklin Medical Center	Columbus	43223	7.50	Ohio State Penitentiary	Youngstown	44505	7.25
Grafton Correctional Institution	Grafton	44044	6.50	Pickaway Correctional Institution	Orient	43146	7.25
Hocking Correctional Institution	Nelsonville	45764	7.00	Richland Correctional Institution	Mansfield	44903	7.25
Lake Erie Correctional Institution	Conneaut	44030	6.75	Ross Correctional Institution	Chillicothe	45601	7.25
Lebanon Correctional Institution	Lebanon	45036	6.75	Southeastern Correctional Institution	Lancaster	43130	6.75
London Correctional Institution	London	43140	7.00	Southern Ohio Correctional Facility	Lucasville	45699	7.25
Lorain Correctional Institution	Grafton	44044	6.50	Toledo Correctional Institution	Toledo	43608	7.25
Madison Correctional Institution	London	43140	7.00	Trumbull Correctional Institution	Leavittsburg	44430	6.75
Mansfield Correctional Institution	Mansfield	44903	7.25	Warren Correctional Institution	Lebanon	45036	6.75

LIMITS: 30 pound limit including packing materials (424 oz. of product and 56 oz. of packing = 480 oz. (30 lbs.))

All items must fit into 1 box (dimensions 12"x24"x28")

Inmates are allowed 1 box per order

4 box limit per year for level 1 inmates. The 4 box allowance includes both food and sundry packages with a maximum of 2 food packages.

3 box limit per year for level 2 inmates. The 3 box allowance includes both food and sundry packages with a maximum of 2 food packages.

3 box limit per year for level 3 inmates. The 3 box allowance includes both food and sundry packages with a maximum of 1 food packages.

2 box limit per year for level 4A inmates. The 2 box allowance includes both food and sundry packages with a maximum of 1 food packages.

Level 4B and Level 5 inmates are not permitted to purchase boxes.

Each inmate is allowed 2 Handheld Games

All package and item quantity limits are set by ODRC

IMPORTANT INFORMATION: Inmates' ability to receive an order will be verified before orders are shipped. Access Securepak reserves the right to remove one or more items from the order due to insufficient amount paid for orders received.

Per ODRC policy, at the time of order fulfillment, if an item(s) is out of stock, we will hold the order up to 10 days. After those 10 days, if the item(s) is still out of stock, we will refund the purchaser for that item(s), and ship the package to the inmate with the remaining item(s) on the order.

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. Additionally, many of our food items may contain common allergens such as milk, eggs, wheat, and peanuts. Please consult the product packaging before consuming for specific information on the ingredients contained in each product. Prices and offers are subject to change and available while supplies last. Always consult our website www.ohiopackages.com for the latest updates on this package program.

RETURNS: Used or damaged items cannot be returned, exchanged or refunded. If an item is found to be defective upon receipt and is returned to us within 30 days, it shall be replaced at no charge. (Please send to Access Securepak, 3601 New Towne Blvd., St. Charles, MO 63301). Please notify the mail clerk screener immediately if you receive any defective or damaged items. Access Securepak is not responsible for refused items. Processing Fees are non-refundable.

ODRC DISCLAIMER: The Ohio Department of Rehabilitation and Correction (ODRC) has approved this independent vendor to sell packages that may be purchased for ODRC Inmates. Packages may be purchased by either an individual inmate for his/her own use or by the public on behalf of an individual inmate. All packages purchased under this program must be sent directly to an ODRC institution by the independent vendor. ODRC is not affiliated with this vendor and does not guarantee that the vendor will fulfill any obligations, perform as expected, nor permanently remain in business, nor does ODRC guarantee the vendor's products in any way. Any purchases from this vendor are at the buyer's sole risk. ODRC assumes no liability whatsoever for such purchases, nor any aspect thereof. Any issues or disputes regarding the vendor's products are the sole responsibility of the buyer and/or the vendor, and ODRC is not obligated to mediate or resolve any such disputes.

Please view the below link from ODRC Director, Gary Mohr, affirming Keefe Group/Access Securepak is an approved vendor to provide food and sundry packages to ODRC inmates.

http://www.drc.ohio.gov/web/food_package2016.pdf

CUSTOMER SERVICE:

Online: www.ohiopackages.com | Phone: 1-800-546-6283

Automated System: 24 hours a day / 7 days a week | Customer Service Representative: Monday-Friday 8:30 am – 11:59 pm EST and Saturday 11:00 am – 5:00 pm EST