

# Internet-Mail Order/Phone Order (MOTO) Questionnaire

Please describe in detail the products/services sold.

How is the product/service ordered or purchased? (i.e. website, over the phone, order form/contract, etc.)

At what time during the ordering process is the cardholder charged (i.e. at time of order, at time of shipping, etc.)?

If selling a tangible product, what is the delivery timeframe for products?

If charging for services, how long will it take to complete all services once the card is charged?

What percentage of sales are shipped or completed outside of 30 days?

Please provide an example of a large transaction amount, what is included with that purchase, and how frequently it occurs?

Is there any recurring billing or trial offers as part of the purchase?  Yes  No

If yes, please explain terms.

Please detail how the products or services are advertised or marketed? (i.e. website, tv, radio, call center). Please provide a sample of your marketing material (brochure, flyer, order form, advertising script, contracts, or agreements)

If product is sold via website, please provide all website addresses associated with the sales.

Do you anticipate accepting foreign sales?  Yes  No  
If yes, what percentage?

Are products/services delivered by a third party?  Yes  No  
If yes, please provide name of entities.

What happens if the product is unavailable or if service cannot be rendered (i.e. cease billing customer, issue refund, or notify customer of a delayed shipment)? Please explain.

Is Customer Service handled in-house or outsourced?  In-house  Outsourced  
If outsourced, with whom?

What are your customer service hours and customer service phone #?

Who are your major wholesalers/vendors/distributors for your products/services?

**Please explain the refund and/or cancellation policies.**

**How are terms and conditions associated with the sale disclosed to the cardholder?**