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## 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           |

| Facility Name                                    | Tax Rate % | Tax Rate Decimal |
|--|------------|------------------|
| 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.** Quarter One ordering begins January 1 and ends on March 31 and Quarter Two begins on April 1 and ends on June 30. Order may be placed and received anytime during the calendar quarter. 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 as accurately as possible. Because many manufacturers change an item's design, color, package size and style after our catalog is produced, 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 we may make adjustments at any time. Prices and offers are subject to change and available while supplies last. Always consult the tennesseepackages.com website for the latest updates on this package program.

### 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.













