

# Gene Cernan Novaspace signing-- August 2009

Astronaut Gene Cernan is coming to Tucson in early August to sign your mailed-in memorabilia.

**It's easy!** And you'll save money. Simply decide what and how you want your item signed, fill in the order blank and send it to us by the deadline, and we'll promptly return your goods with a fresh, authentic signature and a Certificate of Authenticity.

This is NOT a public event; mailed-in memorabilia only. **PLEASE** read rules below.

**ORDERS NOT ACCEPTED WITHOUT ORDER FORMS**

items must accompany order forms

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## 1. SIGN YOUR ORDER FORM

Please sign your order form signifying you have read and understand the points below. Unsigned order forms won't be processed.

## 2. DELIVERY CONFIRMATIONS

Please use the shipper's delivery confirmation service. Please don't ask us if your order has arrived. It takes a great deal of time to comb over hundreds of orders, touching everything over and over. Have a heart!

## 3. PHOTOS TO SIGN

We can provide unsigned copies of our photos, <http://www.novaspace.com/AUTO/SIGNINGS/Cernan/Genestuff.html> \$10 for an 8x10, \$50 for available 16x20s. Our photos are printed on Fuji Crystal Archive paper, the best for longevity and quality. You might also take a look at our posters and have Capt. Cernan sign one of the moon, Apollo, or other. Just identify the photo or poster you want signed on the order form, and add it in on the order blank.

## 4. ITEMS TO BE AUTOGRAPHED MUST ACCOMPANY ORDER FORMS

Please don't fax or send order blanks to "hold your place," and then send one with the actual order. This can get very confusing, with the volume of orders. **YOU MAY ACCIDENTALLY BE CHARGED TWICE!**

## 5. CREDIT CARD CVV NUMBER

If you pay by credit card, our bank now requires correct billing zip code, and the CVV number. The CVV (Credit Verification Value) number is the last three digit number from the back of your card, usually in the signing box. (On AMEX cards it's the four numbers printed on the front. **WE MUST HAVE THIS NUMBER AND THE EXPIRATION DATE OR YOUR REQUEST CAN'T BE PROCESSED. Our bank has asked us not to keep CC info on file for security. Don't ask us to "use the same one"**)

## 6. PENS & PLACEMENT

You can send your own pens, but we do this a lot, so we have every kind of sharpie, extra fine point or regular on hand, as well as silver & gold metallic pens in extra fine or fine point. If there's a pen you need to specifically match, send it along. **PLEASE** tell us **WHERE** to sign and **WHAT COLOR** pen to use.

## 7. DEADLINE

**Friday August 21** is the drop-dead deadline for receipt of items here. **\$25 late fee.** We will start accepting shipments immediately. If you have an unusual item that needs approval, we strongly suggest letting us know early. **OVER 70% OF ORDER FORMS WE RECEIVE HAVE ERRORS OR NEED CLARIFICATION.** Please get your items here early and watch your email daily.

## 8. RETURN OF INTERNATIONAL ORDERS

You are responsible for any duties. Please be aware that any insurance value triggers a duty, but we cannot be held responsible for loss or damage if not insured. Customs officers are increasingly consulting the internet for valuations and all are requiring invoices.

## 9. INSURANCE

Add .65 for each \$100 of insurance desired (USA ground) International insurance get a quote, or put a valuation down, and we'll figure it. If no value is entered on the order form, the shipment will not be insured, and you assume risk of loss or damage. Int'l Priority Mail may not be insurable.

## 10. RISK & LIABILITY

We have only had a couple of complaints with our custom signing service, out of thousands of satisfied customers. We cannot guarantee your satisfaction with placement, as we are not in complete control here, but we do our utmost to get it right. Remember, items sent directly to some astronauts can get lost, damaged, smeared, or otherwise messed up, and you must accept some risk. Our liability is limited to **\$50 per item** while it's here in the store.

### 11. SHIPPING, ADDITIONAL SHIPPING

USA return shipping is automatically added to each order (\$17) for items up to TWO pounds. HEAVIER ITEMS, like large books, boxed or overseas orders must get a quote, include prepaid waybill or include credit card number on the order form.

### 12. FLOWN ITEMS

None of the astronauts we have had so far will sign flown items from a third party. This implies endorsement and authentication. Unless it's from the astronaut's own PPK, they are reluctant to sign. Ask first.

### 13. INKJET PHOTO PRINTS

Inkjet prints/photos/posters will NOT be accepted at this signing. Inkjet prints are too unpredictable. Inks don't stick. Post-its do. Too weird and unpredictable.

### 14. BOOK JACKETS AND EXTRANEIOUS PAPER

Please remove and keep book dust jackets, COAS, receipts, etc. unless specifically asked for. They might get lost.

## GENE CERNAN AUTOGRAPH FEES 2009

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### FEES

### EXTRAS

<b>Base autograph fee</b> (photos, art, flats)	\$150	<b>Personalizations</b> (i.e. "To Tom & Diane")	<b>FREE</b>
Books (his/others)	\$100/\$150	<b>Inscriptions*</b> <i>over 6 words</i>	<b>6 wds FREE</b> <b>+\$25</b>
<b>3D items</b> (models, globes)	\$175	Custom Framing	<b>Get Quote</b>
<b>Beta Cloth items,</b> <b>Postal covers, baseballs</b>	\$175	Disassemble and reassemble framed items	<b>+\$50</b>
<b>multi-signed,</b> <b>crew completions</b>	\$150	Photo COA with CD of Capt. Cernan signing YOUR item	<b>+\$50</b>

*PAYMENT & RETURN OF ITEMS We begin charging credit cards a week to 10 days before the actual signing, so we can clear up any problems. Most orders have some sort of problem. Yours is typically one of hundreds of orders, but they are all received, reviewed, signed, packed & shipped with the individual attention we're known for. Please don't call or write asking where your stuff is, just because you see a charge on your statement. It takes time to locate a specific order in the flow and determine its status--time taken away from others. It takes a few weeks to get everything out. Please be patient.*

*INSCRIPTIONS Please be aware that Capt. Cernan has highly stylized handwriting and longer inscriptions take a lot of room and may be difficult to read.*

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