

American Magazine Company  
1042 Fort Union Blvd #387  
Midvale, UT 84047 1-877-4-INMATE  
(OR) www.PrisonMagazines.com

Last Year someone took the liberty to order a couple of Magazines for Christmas It was processed 1-30-2014 They ordered me Cardmaker and skin & Ink totaling \$29.90 It was just a gift for Christmas I'm letting everyone know this because I have yet to receive 1 Magazine Enclosed is the Order Confirmation what frustrates me the most is I've written this company twice!! and they don't even have the decency to respond to my request as to why I have not received any magazines they state on the confirmation letter to wait till 5-15-14 If something is wrong with my order I waited and wrote 5-25-14 / 7-23-14 / 8-30-14 and Its now 9-10-14 and still no reply or subscription I'm letting you all know this so that you are aware if your loved one happens to send you a order form from this company I don't want them to go through what I have Its very discouraging when

When you look forward to something for  
so long and it feels like they are cheating  
you I'm not even a respected customer because  
I'm in prison and there's nothing I can do about  
it. I truly wish I had known I would for  
certain NEVER have used this company and  
NEVER recommend it. Maybe if you have  
time enough you could make an inquiry for  
me 1-887-4-INMATE or email them at  
PrisonMagazines.com the person that ordered  
it for me I no longer have contact with  
and I don't know what to do? your help  
would be greatly appreciated maybe if they had  
enough people contact them then something could  
be done about it!

Thank you  
Sincerely

Jeddy

American Magazine Service  
1042 Ft. Union Blvd. #387  
Midvale, UT 84047

## ORDER CONFIRMATION

Dear Customer,

*Your order for the magazine title(s) listed on the reverse has been received and processed.*

We appreciate being able to help you out by providing these magazines at virtually our cost. It will take anywhere from 10 – 16 weeks for your first issue(s) to arrive (that's 3 – 4 months). Yes, that *does* seem like a long time. But this is the **normal** time for new magazine subscriptions to begin.

You see, most magazine publishers print the mailing labels for their publications several months in advance. It will just depend when in their mailing cycle they receive your order. If, for example, they have just mailed out their issue for the month when they receive your order, then it will have to be another month before they can mail your first issue to you. (If the magazine you ordered is published every other month, then it could take even longer for the same reasons). If your first issue(s) arrives in *less than* 10 weeks, then your timing in the publisher's printing and mailing cycle was fortunate. If that's the case for you – **congratulations** – you beat the odds! If not, *please* be patient.

### PLEASE NOTE

American Magazine Service is **only** an order processing agent for the various publishers. (And, in the case of inmates, we charge just barely enough over our cost to cover what it costs us to process your order for you!) Therefore **our responsibility** is to make sure that your subscription gets entered with the publisher, and that you receive your first issue. If it doesn't arrive in 16 weeks let us know. Please don't contact us any sooner.

### WE DO NOT PRINT OR MAIL THE MAGAZINES

So, once you've received your first issue, it **is the responsibility of the publisher** to handle any change of address or delivery problems for your subscription(s). The publisher's name, address and phone number can be found near the front of your magazine, usually below the Table of Contents or on a page near it. When your first issue arrives, **make a note of how to reach the publisher** to handle any service problems that may arise. (However, if your address changes and you wish to remain on our mailing list, be sure to get us your new address).

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### RENEWALS

**BE AWARE** that the publishers of your magazines will begin sending you requests to RENEW your magazines soon after your subscription starts. They sometimes send a renewal offer which **LOOKS** like a bill you owe. But if you read it carefully, you'll usually find that it's just a way to get you to renew directly from the publisher at much higher rates than we usually charge.

But if you like the great discounts we offer on the magazine titles you enjoy receiving, you may want to wait and renew your subscriptions through our service. You should contact us about 5 months before your subscription expires to enable you to renew through us in time to get your order processed so that you have no interruption of service.

### DUPLICATE ISSUES

Sometimes, especially when **renewing** a subscription, you might receive two copies of the same issue of the same magazine. When this happens, you should immediately contact the publisher at their address (in the magazine) so they can correct the problem. The best way to fix duplicate issues is to clip **both** mailing labels from the duplicate issues and send them both together to the publisher. The publisher should give you credit for any duplicate issues.

### MISSING ISSUES

*Unfortunately*, it's a sad fact in the publishing industry that magazines sent to inmates of correctional facilities have the highest rate of getting "lost" somewhere between the publisher and your cell. **If this happens to you...** you must contact the publisher if you want credit for the missing issue. Publishers will usually extend your subscription to make up for the missing issues. However, you might take comfort knowing that you may have just as many issues get "lost" if you pay **full price** for your subscription as you would at our bargain rates. Low prices are another way we help inmates.

### REJECTED ISSUES

Sometimes, for various reasons, a prison or jail will refuse to allow a magazine into their facility. In such cases they will mark the magazine "**REFUSED**" and it will be returned to the publisher. When this happens, you may get a card from the publisher saying that they're sorry you want to cancel your subscription. Of Course, you don't, but since an issue came back "**Refused**" they think you want to cancel.

**So...** if this happens to you, you will need to immediately contact the person who sent you the "**Sorry you want to cancel**" notice and tell them that you **DO NOT** want to cancel. Explain that the prison refused it, not you.

### NO REFUNDS

When you order from us it is with the understanding that we can **NOT** make refunds, as indicated on our order form. We would *like* to be able to send you a refund if you change your mind after you order, but we can't. That's because the publishers will not give us a refund of the money we send them for your order. The publishers give us such a low price for inmates that it can cost them more money to send you a refund than they (and we) make on your order. So, once you've ordered a subscription the payment cannot be refunded.



American Magazine Service  
1042 Ft. Union Blvd. #387  
Midvale, Utah 84047

January 30, 2014

Thanks for your magazine subscription order for:

Teddy J Drake 1599339  
Daniel Unit  
938 S FM 1673  
Snyder, TX 79549

|   | Magazine Name | New or Renew | Yrs | Cost  |
|---|---------------|--------------|-----|-------|
| 6                                       | Cardmaker     | N            | 1   | 12.95 |
| 9                                       | Skin & Ink    | N            | 1   | 16.95 |
| <b><i>Merry Christmas from D.K.</i></b> |               |              |     |       |

29.90

It normally takes about 10 – 12 weeks for the magazines to start coming. However . . .

Your first issues should arrive **NO LATER** than **May 15, 2014.**

***If your subscription hasn't started by that date, CONTACT US A.S.A.P.***

If we don't know they haven't arrived, we can't fix it.

If you *don't* let us know, then it's on you.

*But, PLEASE . . .*

don't contact us before that date, as there is nothing we can do about it *before* then.

Sincerely,

American Magazine Service

*(See important information on reverse side)*