



**MVE | Missouri Vocational Enterprises**  
 1717 Industrial Drive, Jefferson City, Missouri 65102  
 P: 800.392.8486 | <https://mve.mo.gov>



Click to take our survey!

DATE	FY
MVE JOB NUMBER	
CUSTOMER P.O. NUMBER	

## MVE | ORDER FORM

### BILL TO:

### SHIP TO:

AGENCY NAME	CUSTOMER NUMBER	AGENCY NAME	CUSTOMER NUMBER
ADDRESS	COUNTY	ADDRESS	COUNTY
CITY, STATE, ZIP		CITY, STATE, ZIP	
CONTACT NAME	TELEPHONE NUMBER	EMAIL ADDRESS	
MVE CUSTOMER RELATIONS REPRESENTATIVE		MVE CUSTOMER RELATIONS REPRESENTATIVE EMAIL ADDRESS	

ITEM #	DESCRIPTION   COLOR   OPTIONS	QTY	UNIT PRICE	TOTAL

DELIVERY OPTIONS (REQUIRED) <input type="checkbox"/> <b>DELIVERY:</b> Click here if your order is under \$150. A \$15 fee will be applied to orders under \$150 for standard delivery and UPS/USPS shipments. <input type="checkbox"/> <b>PICKUP:</b> Located at MVE Showroom; 1717 Industrial Drive, Jefferson City, MO 65102 (no charge). Please view our policies on freight here. You may also view our return policy here.	<b>TOTAL</b>
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COMMENTS	DISTRIBUTION
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CUSTOMER SIGNATURE	CUSTOMER PRINTED NAME	DATE SIGNED
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**Please complete this form and send it to: [DOC.MVE.Service@doc.mo.gov](mailto:DOC.MVE.Service@doc.mo.gov)**

# MVE | TERMS AND CONDITIONS

## ELIGIBLE CUSTOMERS:

The following groups and individuals are eligible to purchase from Missouri Vocational Enterprises (MVE):

- All state agencies and public institutions owned, managed or controlled by the State of Missouri
- City and county governments and political subdivisions
- Not-for-profit organizations
- State employees (current and retired)

*Due to state statutes, MVE **cannot** sell products or services to private individuals or industries.*

## PLACE AN ORDER:

1. Fill out the MVE | Agency Order Form in Adobe Acrobat.
2. Save the completed form to your desktop.
3. Email the completed form to: [DOC.MVE.Service@doc.mo.gov](mailto:DOC.MVE.Service@doc.mo.gov)

## RETURNS:

MVE does not accept returns on the following items:

- Items that have been unpacked and used;
- Discontinued or clearance products;
- Products manufactured according to customer specifications (custom work / non-stock);
- Products that have been received over 30 days from the delivery date;
- MVE will replace missing items only if notified within the 30 days of the delivery date; and
- Special circumstances will be considered

## MVE Restocking Fees:

Returned catalog items are subject to a 20% restocking charge. If permitted, the return of specialty manufactured products (custom) are subject to a restocking fee of 50% of the purchase price. Printed materials and forms are not returnable, unless there is a production or material flaw.

A Merchandise Return Authorization Form (MRA) is required for all returns. Please call the MVE Team at 800.392.8486 to request a Merchandise Return Authorization before returning any item.

MVE does not provide refunds.

To provide better service, we recommend the following:

1. When deliveries are made, please attempt to count all products at the time of delivery.
2. If there are any discrepancies, report them immediately by handwriting the actual amounts on the Delivery Ticket.
3. Report the discrepancy within 30 days of receiving to: [DOC.MVE.Service@doc.mo.gov](mailto:DOC.MVE.Service@doc.mo.gov)

## PRICING:

Please be certain to check the price list carefully for the proper size and color. Price quotations are F.O.B. destination. Due to fluctuating material costs, all catalog prices are subject to change without notice. However, orders will not be shipped at the higher price without prior approval from the customer.

## Disclaimer:

MVE strives to keep pricing as low as possible on our products and services. However, the price fluctuations of raw materials may necessitate a price increase in some of our products. Please check our website for the most up-to-date pricing.

## DELIVERY POLICY:

**MVE will deliver your items to the shipping dock of your facility.** If there is no dock, MVE will deliver your items to the entrance/front door of the facility. Delivery does not include moving items to locations within the facility or installation of any kind. Installation must be arranged prior to ordering.

**Our freight policy, effective March 1, 2023, is as follows for delivery within Missouri:**

- MVE will provide standard delivery at no charge for orders of \$150 or more.
- A \$15 fee will be applied to orders under \$150 for standard delivery and UPS/USPS shipments.
- Standard delivery includes unloading and bringing product to your dock or front door; customer assistance may be required on large items and/or volume orders.
- Installation service is available upon request and should be quoted and scheduled in advance.
- Orders may be picked up at no charge at the MVE Showroom as well as the MVE warehouse in Jefferson City, from 9am to 3pm.
- Differing terms and conditions may apply for specific contracts or other agreements.
- Assistance may be required of the customer for unloading large items and/or volume orders.
- MVE will deliver your items to the shipping dock of your facility. If there is no shipping dock, MVE will deliver your items to the entrance/front door of your facility.
- Delivery does not include moving items to offices within the building or installation of any kind.
- If requested to transport to area other than loading dock or front door, there is a charge of \$50 per item.
- Please call to request an installation quote.

## PRODUCTION TIME:

Our goal is to process your order and have your standard products delivered within a two week time frame. Custom created products will have an increase in production time. Each product is carefully crafted for each order received.

## CONSULTING SERVICES:

A MVE Team Member is available to visit all entities to assist in adapting MVE products to the needs of your organization. We would be happy to discuss, analyze, design, and offer solutions to fit your unique needs.

Simply call 1.800.392.8486 to connect with us!

**LET'S  
CONNECT!**

**MVE | Missouri Vocational Enterprises**  
1717 Industrial Drive, P.O. Box 1898  
Jefferson City, Missouri 65102

CALL: 1.800.392.8486  
SALES: [DOC.MVE.Sales@doc.mo.gov](mailto:DOC.MVE.Sales@doc.mo.gov)  
SERVICE: [DOC.MVE.Service@doc.mo.gov](mailto:DOC.MVE.Service@doc.mo.gov)