

Eileen Collins Mail-In Signing - October 2023

Eileen Collins, the first American woman to pilot a spacecraft (STS-63 & STS-84) and to command the Space Shuttle (STS-93 & STS-114, which was the first “Return to Flight” mission after the loss of Space Shuttle *Columbia*), is coming to NOVASPACE.COM to sign your mailed-in items in early October 2023, **at the same time as STS-114 mission specialist Charlie Camarda!** Simply decide how you want your items signed, fill in the order form, and send it to us by the deadline.

PLEASE READ ALL INSTRUCTIONS BELOW

Deadline for receiving all orders and items at Novaspace is Thursday, September 28. If you have an unusual item that needs approval, let us know **early**. Please get your items here early and watch your email, in case we have questions.

IF you are ordering Eileen Collins’ *Through the Glass Ceiling to the Stars* book **from us** to be signed, please **SEND US YOUR ORDER FORM AS SOON AS POSSIBLE** to ensure we have enough books.

Size Limit: Do not send items larger than **24x24** inches without prior permission from us.

Canvas Giclee/Inkjet Prints: Some of these will scuff, smudge, and show fingerprints VERY easily. Do NOT send these unless you are sure that the surface can withstand handling, packing, and signing, without damage. We cannot be responsible for any damage to such prints.

Each custom-signed item receives a free, printed Certificate of Authenticity (COA) noting the date it was signed (but no description of the item). If you want more authentication, you can add a digital Photo of Authenticity (POA), showing the astronaut holding YOUR signed item, emailed to you about 3 to 4 weeks after the event.

If the signing is cancelled or postponed indefinitely for any reason, you will be responsible for paying all shipping costs to return your items to you.

Get a tracking number when you ship your items to us, so you can confirm that your package arrived. Please do not contact us to ask if we received it. If your item arrives with damage, we’ll let you know.

Please avoid making changes or additions after you have submitted your order.

IMPORTANT: We do our utmost to follow your signing instructions, but unfortunately, we cannot guarantee your satisfaction with placement and outcome, especially with something unusual.

EILEEN COLLINS 2023 AUTOGRAPH FEES	
SIGNING FEE for <i>THROUGH THE GLASS CEILING TO THE STARS</i> books BOUGHT FROM US (If you send your own copies, they will cost \$75 to be signed)	FREE (ONLY if bought from us!)
BASIC ITEMS SIGNING FEE <i>(for all items OTHER THAN “Through the Glass Ceiling” books bought from us)</i>	\$75 per signature
PERSONALIZATIONS <i>(Please specify exactly what you want written)</i>	FREE with autograph
MISSION, DATE, or TIME INSCRIPTIONS <i>(SPECIFY exactly what you want written, and tell us exactly which date)</i>	FREE with autograph
ADDITIONAL INSCRIPTIONS	FREE with autograph
PHOTO OF AUTHENTICITY (POA) <i>(digital photo of Collins holding your signed item, emailed about 3 to 4 weeks after event)</i> Please request POA after each item on order form, NOT lumped at bottom of form. NOTE: WE CANNOT COMBINE MULTIPLE ITEMS INTO ONE POA	+\$40 per item

WE HAVE PHOTOS, PRINTS, POSTERS, AND BOOKS TO SIGN

We can provide unsigned, borderless copies of our photos printed on Fuji Crystal Archive and Kodak Professional Endura paper. You might also look at our art prints, posters, and books, and have Eileen Collins sign one of them. Just identify on the order form the photo, print, poster, or book you want signed, with its price. If you are having only our items signed, but not sending your own items, then you can email or fax your completed order form to us. See our unsigned items and prices at <https://novaspace.com/eileen-collins-charlie-camarda-2023-mail-in-signing/>

RETURN OF INTERNATIONAL ORDERS

You are responsible for any duties or VAT. 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. If you are unsure of cost, please write on order form "request options and quotes before shipping".

RISK & LIABILITY

We have only had a few complaints with our custom signing service, out of thousands of satisfied customers. We can't guarantee your satisfaction with placement and outcome, as we do not have complete control over the astronaut, but we do our utmost to get it right. Remember, items sent directly to some astronauts can get lost, damaged, smeared, etc., and you must accept some risk. Our liability is limited to \$100 per item while it's here in the store.

PENS & PLACEMENT

You can send your own pens, but we do this a lot, so we have black & blue fine or medium point on hand, as well as silver & gold metallic pens in fine or extra-fine point. If there's a pen you specifically need to match, send it along. PLEASE tell us WHERE to sign and WHAT COLOR pen to use, otherwise we will choose for you.

PAYMENT & RETURN OF ITEMS

We begin charging credit cards about a week before the signing, so we can clear up problems. Yours is typically one of hundreds of orders. **Please** don't call or write asking when we'll ship your items, just because you see a charge on your card. **It takes a few weeks to get everything out.** We'll email a tracking number when shipped. Please be patient.

FLOWN ITEMS

Collins will sign most flown items, but will NOT endorse or authenticate them in any way. She reserves the right of refusal.

ADDITIONAL SHIPPING

Return shipping within the USA is automatically added to each order (\$10) for shipments of books, 8"x10" photos, and other flat items that are 8.5"x11" or smaller. Larger or heavier items (like large photos or boxes) and overseas orders must get a quote, or include credit card number on the order form so we can calculate the additional shipping after the signing, and email you a quote before shipping. Insurance is an extra \$2.50 per \$100 coverage for shipments within the USA. We can email a quote for insurance on international orders.

DO

- ✓ Sign your order form.
- ✓ Include expiration date, CVV code & billing address.
- ✓ Quick contact info: Email address; daytime phone #.
- ✓ Send order form with items.
- ✓ Include pen color, width, placement.
- ✓ Use more than one order form, if needed.
- ✓ Remove and keep dust jackets before shipping books.
- ✓ Use sample images or acetates to indicate placement and angle on item.
- ✓ Make checks payable to NOVASPACE.COM.
- ✓ Send USPS (U.S. Mail) items to our PO Box address, instead of to our street address.
- ✓ Include all notes on Order Form, NOT in email or letter. WRITE EVERYTHING ON ORDER FORM.
- ✓ Include a Subject line on all emails, so that it won't be overlooked or junked for having a blank subject line.

DON'T

- ✗ Use staples or paper clips! They can dent your items.
- ✗ Send your camera to take pictures with.
- ✗ Request volume discounts. There are none.
- ✗ Leave us to fill out your order form for you.
- ✗ Send order form separately from items, or send duplicate order forms. You may be charged twice.
- ✗ Send/order more than ten (10) items to have signed, without prior permission from us.
- ✗ Send inkjet (giclee) items to be signed.
- ✗ Send extra COAs, papers, items not being signed.
- ✗ Stick post-it notes on inkjet (giclee) items.
- ✗ Send USPS (U.S. Mail) items to our street address; send them to our PO Box address, instead.
- ✗ List more than 3 items on each order form; instead, use extra forms, if needed.
- ✗ Write notes in email or letter that are NOT on Order Form. They may be missed.
- ✗ Write personal notes to the astronaut on the Order Form. They never see the Order Form.

FOR U.S. MAIL (USPS):	FOR UPS, FEDEX, DHL:	EMAIL: rob@novaspace.com
Novaspace.com	Novaspace.com	800-727-6682 US and Canada
PO Box 37197	720 W Prince Rd, Ste 110	FAX 520-292-9852
Tucson, AZ 85740	Tucson, AZ 85705	Int'l 520-888-2424

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EXAMPLE order form, showing ONLY 1st item getting Photo of Authenticity (POA), but NOT the 2nd and 3rd items.

email (required) emailaddress@domain.ext
daytime phone (123) 456-7890

SHIP TO THIS ADDRESS

name John Doe
company or address line 1 Doe Widgets Inc.
address line 2 123 Main St
city, state, zip Anytown, ME 09876

(if non-US: country, postal code)

METHOD OF PAYMENT

Credit Card 1234 5678 9012 3456 12/25 123

U.S. funds only

Check
 Money Order

(for USA customers only) credit card billing address & zip, if different from shipping address

Make checks payable to **NOVASPACE.COM**

DEADLINE FOR ARRIVAL - THURSDAY, SEPTEMBER 28

late arrivals may be subject to late fees or may not get signed

DID YOU REMEMBER TO:

- include your credit card Expiration Date and CVV#? (CVV is the 3-digit # on the back of the card, usually in the signature box)
- include quick contact info (phone #, email address)?
- determine insurance at \$2.50 per \$100 (for USA only)?
- sign this form?
- International:** exact instructions for return shipping?

John Doe

I have read and understand the rules of this custom signing, including the limitations of liabilities of the signer and NOVASPACE.COM LLC

Item description, personalization, ink information, placement, damage <i>example: 8x10 Spacesuit photo, sign across shoulder; medium black marker; "to Sam", dent upper left</i>	cost	office use only
Collins & Camarda STS-114 Middeck photo 8x10 #3493U	12	
sign on blue legs, extra-fine silver	75	
add "STS-114 CDR"	0	
Photo of Authenticity POA	40	
NOTE: Also have Camarda sign this per other order form.		
flaws:		
Through the Glass Ceiling book #5143S	27.99	
add "To John and Sarah"	0	
sign on title page, with black pen	0	
flaws:		
My 8.5x11 photo of Collins standing outside	0	
add "To John"	0	
sign in upper right, fine black marker	75	
add "STS-84 Pilot"	0	
flaws: small bend in lower left corner, some small dents		
sub-total	229.99	

additional instructions

Insured Amount

round UP to next \$100

if left blank, \$0 insurance

\$ 300

[NOTE: Round the insured amount UP to next \$100, before calculating insurance cost.]

Additional Shipping for larger package

Shipping Cost

within USA for 8x10, books

\$10

ORDER TOTAL

247.49

Insurance Cost

\$2.50 / \$100, USA Only

7.50

sub-total

229.99

Shipping Cost

within USA for 8x10, books

\$10

ORDER TOTAL

247.49

date received	office use only	tagged
ss / contact	ship date / who	
cust #		
inv #		