

# Home Office Support

All times reflect Pacific Time



<p><b>*ORDER PLACEMENT/KITS &amp; CORRECTIONS</b>  <b>800-984-5454</b>                  For new EC Kits, New Products Kits, Master and Supply Orders paid by credit card and Order Corrections.  <b>Month-end deadline is 5:00 p.m.</b>  <b>Hours:</b> Monday – Friday 7:00 am – 5:00 pm</p>	<p><b>*SERVICE &amp; SUPPORT</b>  <b>925-455-0100</b>                  For questions about products, promotions, Compensation Plan, monthly statements, procedures and order status.  <b>Hours:</b> Monday – Friday 7:00 am – 5:00 pm</p>	<p><b>PRODUCT AVAILABILITY LINE</b>                  Updated Mondays and Thursdays after 3:30 pm <b>on our website</b>.</p> <p><b>DISCOVERY TOYS HOTLINE</b>                  Up-to-the-minute information on programs, promotions and incentives. Updated Mondays after 3:30 pm <b>on our website</b>.</p>
<p><b>e-clic ORDERS</b>                  Available 19 hours a day, 7 days a week. Order submission deadline is 11:59 pm daily and <b>the month-end deadline is 9:00 pm on the last day of the month</b>. Send e-mail inquiries to <a href="mailto:eclic@discoverytoys.net">eclic@discoverytoys.net</a></p>	<p><b>MAIL ORDERS</b>                  Discovery Toys 7364 Marathon Dr., Suite A Livermore, CA 94550</p>	<p><b>FAX ORDERS</b>  <b>925-447-0132</b>                  Available 24 hours a day, 7 days a week. Orders received after 5:00 pm or on holidays or weekends will be considered to be in-house the following business day.</p>
<p><b>CUSTOMER CONNECTION</b>  <b>800-341-8697 (TOYS)</b>                  Toll-free number for individual customer orders. Hostess rewards will NOT apply to orders placed through this number.</p>	<p><b>DISCOVERY TOYS ADMINISTRATIVE OFFICES</b>  <b>925-606-2600</b>                  7364 Marathon Dr., Suite A Livermore, CA 94550-9763</p>	<p><b>DT 411 Calls</b>                  The training support you need. <a href="#">Click here</a> for more information.</p>

\* Calls may be monitored and/or recorded to ensure quality service and assist with training. Copyright © 2009 Discovery Toys, LLC.