

2010 Terms & Conditions

PRICING & ITEM NUMBERS

- Every item in the catalog is available in singles.
- Single quantity wholesale pricing for both personalized & non-personalized (blank) products is hidden within the item number in the catalog. This hidden pricing structure allows you the flexibility to show the catalog directly to your customers.
- Favors & napkins have quantity pricing. See price sheet for pricing detail by item number.
- Prices subject to change without notice.

NON-PERSONALIZED PRODUCTS PRICING

- To decode the blank item number & pricing, first locate the nine-digit number listed by each item description; the first five-digit number is the item number & the last four digits indicate the wholesale price.
- For example, if the number is 746141745.40, then 74614 is the item number & 1745 indicates your blank wholesale price of \$17.45.
- The last two digits after the decimal point (.40) is the suggested Canadian retail price of \$40.00.

PERSONALIZED PRODUCTS PRICING

- To decode the personalized item number & pricing, first locate the nine-digit number including a "P" listed by each item description; the first five-digit number, including the "P" for personalized, is the item number & the last four digits indicate the wholesale price.
- For example, if the number is 74614P2345.53, then 74614P is the item number & 2345 indicates your personalized wholesale price of \$23.45. This price includes both the product & personalization charges.
- The last two digits after the decimal point (.53) is the suggested Canadian retail price of \$53.00.
- There is an additional \$10.00 charge for the following: Napkin Specialty Monograms on page 167, Lettering Styles on page 169 that are printed in foil & Classic Monograms on page 168.
- There is an additional \$3.50 charge for colored ink from page 168.
- Additional charges may apply for personalization requests outside the standard options.

MINIMUMS

- Opening order minimum is \$100.00.
- Reorder minimum is \$50.00.
- A \$10.00 accommodation fee will be added to all orders less than \$50.00.
- There is no minimum order for personalized orders. Drop ship charges will apply.

PLACING AN ORDER

- Call our customer care representatives at 800-821-2504.
- Customer care hours - 8:00 a.m. to 5:00 p.m. CST.
- You will be greeted by a courteous & helpful representative each time you call.
- Orders can also be faxed to 800-535-1033.
- Easy online ordering is available for our retail partners at www.hbhwedding.com. Call for account information.

OPENING AN ACCOUNT

- New customers must fill out a credit application & it must be signed by an officer of your company.
- If you would like an "open account," please send our credit department the following information: three current trade references complete with account number, phone & fax numbers, & mailing address.
- Initial order may be shipped without awaiting credit clearance. Please indicate whether the order is to be charged to a credit card or paid for by an enclosed check.
- Credit Bureau background checks are also conducted on all open account applicants. If it has been longer than 18 months since your last order, please call Customer Care to check on your account status; new references may be required.

SHIPPING & HANDLING

- Free shipping on all net orders over \$750.00.
- Orders generally ship within 24 hours.
- Orders ship via UPS.
- We recommend upgraded shipping for candles ordered in June, July or August. We cannot guarantee the candles will not melt when shipped standard ground.

TURNAROUND TIME

NON-PERSONALIZED PRODUCTS

Small Carrier (under 180 lbs. aggregate weight)

- Orders received by 3:00 p.m. CST will ship the following business day (i.e., order received by 3:00 p.m. on Monday, will ship Tuesday).
- Orders received after 3:00 p.m. CST will ship within 2 business days, excluding date of receipt (i.e., order received after 3:00 p.m. on Monday, will ship Wednesday).

Freight Orders (over 180 lbs. aggregate weight)

- Orders will ship within three business days excluding date of receipt (i.e., order received on Monday will ship on Thursday).

TURNAROUND TIME PERSONALIZED PRODUCTS

- Orders received by 1:00 p.m. CST will ship the following business day (i.e., order received by 1:00 p.m. on Monday, will ship Tuesday).
- Orders received after 1:00 p.m. CST will ship within 2 business days (i.e., order received after 1:00 p.m. Monday will ship Wednesday).
- 3 production days are required to customize the following: Napkin Specialty Monograms on page 167, Lettering Styles on page 169 that are printed in foil & Classic Monograms on page 168.

RUSH SERVICE

- Small package carrier orders (under 180 lbs.), received by 3:00 p.m. CST may ship the same business day upon request. A \$15.00 rush charge will apply. Please contact Customer Care for details.
- Rush service on freight orders (over 180 lbs.), less than 3 business days, is typically not available. Please contact Customer Care to discuss availability & applicable charges.

DROP-SHIP ORDERS

- Products may be drop-shipped to your customers.
- \$4.00 drop ship charge per order.
- Any charges incurred by HBH for drop-ship address corrections will be charged to your account.

BACK ORDERS

- Items less than \$50.00 that are temporarily out of stock will be cancelled once the customer has been notified.

- Items greater than \$50.00 that are temporarily out of stock will be back ordered & shipped when available.
- If you do not wish to have back orders shipped, simply request that we code your account for no back orders.
- Back orders may be subject to shipping charges.

TERMS

- Non-sufficient funds (NSF) checks will be charged a fee of \$25.00.
- Net 30 (with approved references) or credit card or prepay.
- Shipping is FOB, North Mankato, MN.
- We accept VISA, Mastercard, Discover or American Express.
- Accounts with statements over 30 days late are considered delinquent; no further orders will be accepted until the account is once again current.
- Delinquent accounts are charged 1 1/2% interest each month until payments are received. If collection is made by suit, attorney fees & collection costs will be added to the amount due. Any credit balances not claimed after 60 days of account inactivity become the property of Hortense B. Hewitt Co.

RESALE LICENSE - A resale license is required for dealers located in the states of Idaho, Minnesota, Florida, New York, Iowa & Washington.

EDI - HBH possesses the ability to accept orders & send invoices via EDI. Contact Customer Care for more information as EDI systems vary.

RETURNS

- Merchandise is fully guaranteed.
- Exchanges or returns are accepted within 30 days of shipment.
- All returns must first be authorized.
- Returns may be subject to a 15% restocking fee.
- You are responsible for paying freight charges on all items returned through no fault of our company.
- All product returned must be in resalable condition. No credit will be awarded for items returned damaged or broken. All returns must be free of price stickers or markings. Any items that are made to order, such as personalized items, are not returnable.

PRODUCT RELIABILITY - Although every effort is made to ensure that the product you order is as it appears in the catalog, due to the availability of raw materials & the handmade nature of some items, variations & substitutions may occur.

PRODUCT IMAGE/ARTWORK LICENSE AGREEMENT

- Images placed on web sites, in direct mail catalogs or other forms of representation of products must have a signed license agreement on file with Hortense B. Hewitt.
- CD of product images is available upon request. Allow 5 business days plus standard shipping time. Charges may apply.

HOLIDAY CLOSURES

- Our offices will be closed:

January 1, 2010	May 31, 2010
July 5, 2010	September 6, 2010
November 25-26, 2010	December 24, 2010
December 31, 2010	