

## 2012 Terms & Conditions

### PRICING & ITEM NUMBERS

- Single quantity wholesale pricing for both personalized & non-personalized (blank) products is listed 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 the 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 74614P2345.52, then 74614P is the item number & 2345 indicates the personalized wholesale price of \$23.45. This price includes both the product & personalization charges.
- The last two digits after the decimal point (.52) is the suggested Canadian retail price of \$52.00.
- There is an add'l \$10.00 charge for the following:
  - Foil Lettering Style other than PA on page 169
  - Napkin Specialty Monograms on page 167
  - Napkin Lettering Style other than the 5 styles on page 167
  - Classic Monograms on page 168
  - Lettering Styles on page 169 that are printed in foil
- There is an additional \$3.50 charge for colored ink from page 169.
- 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 products. 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.
- Orders can be faxed to 800-535-1033.
- Orders can be emailed to [cshbh@hbh.zgate.com](mailto:cshbh@hbh.zgate.com).
- Online ordering is available for our retail partners at [www.hbhwedding.com](http://www.hbhwedding.com). Call for account information.

### OPENING AN ACCOUNT

- New customers must fill out a credit application and 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.
- 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 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 orders will be shipped within 48 hours.
- Personalized orders will be shipped within 72 hours unless otherwise noted in product description.
- Personalized orders cannot be changed or cancelled after order is submitted.

### RUSH SERVICE

- Small package carrier orders received by 1:00 p.m. CST may ship the same business day upon request. A \$20.00 rush charge will apply. Rush service is not available for personalized orders. Please contact Customer Care for details.

### 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.

**SALES TAX EXEMPTION** - We are required to charge sales tax on any shipment into Minnesota and Washington. A sales tax exemption form will need to be completed for shipments to Minnesota. Washington requires us to have a copy of your Washington Reseller Permit to exempt you from sales tax on shipments to Washington.

### 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 1½% 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.

### RETURNS

- Merchandise is fully guaranteed.
- Exchanges or returns for non-personalized products are accepted within 30 days of shipment.
- All returns must first be authorized.
- Returns may be subject to a 15% restocking fee.
- Hortense B. Hewitt is not responsible for paying freight charges on any 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 and 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:  
New Years Day observance, January 2, 2012  
Memorial Day, May 28, 2012  
Independence Day, July 4, 2012  
Labor Day, September 3, 2012  
Thanksgiving Day, November 22, 2012  
Floating Holiday, December 24, 2012  
Christmas Day, December 25, 2012  
Holiday, December 30, 2012  
Holiday, December 31, 2012