

## Terms of Sale

**All prices are shown at suggested retail. Prices are subject to change without advance notice.**

### Minimum Order:

\$100 net on opening order with credit card  
\$250 net on opening order with N/30 terms  
\$100 net on all re-orders

### Want to Open an Account?

Visit [www.exaclair.com](http://www.exaclair.com) and request a new customer application. Credit card orders will be processed immediately. To establish credit terms, please allow up to two weeks upon submission of a qualifying order of \$250.00 (net) or more.

## Shipping

All orders are shipped F.O.B./Hamburg, NY from our upstate NY warehouse.

Unless otherwise specified, we ship UPS Ground, FedEx Ground or USPS Priority Mail. Standard shipping rates apply and are added to all invoices.

## Claims

**Shipping discrepancies and/or missing merchandise claims** must be made in writing within 5 days of delivery. After 5 days your claims will no longer be addressed.

### Damaged cartons and/or items:

Claims must be made in writing within 2 days of delivery. Provide photos of the damaged cartons and of the damaged items.

**Defective items or hidden damages** (within intact packaging) must be made within 4 weeks of delivery.

Provide photos of the packaging and of the defective items as well as the PO #.

## RETURNS

Merchandise can be returned for a refund within 5 days of delivery with a return authorization number obtained from Exaclair's customer service. Items must be in their original intact package. A 10% re-shelving fee will be charged.

## Order Online 24/7

**exaclairb2b.com** is for the exclusive use of our approved retailers. Please email us for your user name and password at: [sales@exaclair.com](mailto:sales@exaclair.com)

**exaclairb2b.com** allows you to check pricing, place orders, access online-only sales and special promotions.

Be sure to visit the Exaclair Outlet shop where you'll find discounts of up to 70% off suggested retail prices.

Prices subject to change without notice.

## Online Resources

### **www.exaclairretailers.com**

Find a photo archive of our product images as well as downloadable and printable versions of our current catalogs.

Additional brand information can be found on our websites:

**exaclair.com**  
**rhodiapads.com**  
**quovadisplanners.com**  
**jherbin.com**

## Exaclair, Inc.

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Clairefontaine



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