GENERAL INFORMATION

Overruns & Underruns: Variances in production sometimes create overruns or underruns. Our factory reserves the right to ship up to 10% over/under, although every effort will be made to ship the quantity ordered. Billing will be for exact amount shipped, but will not exceed 10% over. Customers requiring exact quantities must clearly specify on purchase order. For exact quantities $33.00(G)

Samples: Random samples, current catalogs, cover material swatches and corner material samples are available at no charge to distributors.

Production Time: All purchase orders submitted must be production-ready. Production-ready includes, but is not limited to, ink colors, corner options, ship to addresses, art information. Orders not received production-ready will not have stock reserved or be placed into production schedules until complete information is received. At that time normal production times will apply. ***Please Note: All production times are based on proof approval and/or credit approval.***

Less Than Minimum Orders: Orders that do not meet minimum quantity will be billed at the catalog minimum quantity price plus $87.00(G). Absolute minimum is 1/2 catalog minimum.

Cancellations: Orders will be subject to any costs incurred to date plus a cancellation charge of $41.00(G). All cancellations must be confirmed in writing.

Credit Requirements: Orders from new customers are accepted on a prepayment basis. The order must be paid in full before it can be scheduled for production. The customer can provide credit references to establish terms for future orders.

Order Acceptance: Products are intended for advertising, promotional and business gift use only. They are not to be resold to customers for other than customers' advertising, promotional and business gift use. Factory reserves the right to refuse orders known to be for other than this purpose. Orders are confirmed by an order acknowledgement.

Charge Cards Accepted: Master Card, Visa and American Express. Please indicate type of card, charge card number, expiration date, security code, the name as it appears on the card and billing address for card.

Rush Service: Is available on orders received by 10/1. If accepted, rush orders will be shipped within two weeks of proof approval. The charge for this service is 10% of the order value or $41.00 (G) whichever is greater. To meet a specific date, expedited shipping may be required.

Acknowledgements will be sent for all faxed/mailed orders, confirming style and cost. We are not responsible for orders not received by us.

FOB Factory, Shipping: Prepaid and Add.

Specific Dates: Every effort will be made to meet specific "in hands" dates. However, we cannot guarantee delivery due to production schedules, product availability, etc. Customers should consider express shipping methods to meet specific "in hands" dates.

Carton Labeling: Customer must supply labels for special carton labeling requirements. A service fee of $5.00 (G) per label will apply

SHIPPING INFORMATION & POLICIES

Shipping & Warehousing:

• Storage of completed orders is available at no charge. Beginning September 15, all orders completed and those in storage will be released for shipment up to 14 days before the required ship date.

• Orders received after August 15, will be shipped as completed unless specified on purchase order. Orders will be shipped according to our standard production schedule unless a "not before" ship date is specified.

• If inside delivery is required, it must be specified on your purchase order and additional charges will apply.

Shipping Rates and Delivery Estimates:

• Any additional charges for Limited Access, Inside Delivery or Lift Gate delivery must be stated at the time of order. If not specified at the time of order the customer agrees to pay for additional charges after billing.

• Shipping to residential addresses incur higher costs of delivery – Please state at time of order if shipping to a residential address.

• If shipping 3rd party via Fed-Ex there is a $4.50 per package charge as Fed-Ex is not our preferred shipper.

Additional Delivery Fees

Drop Shipments: Add $19.00 (G) per location change. Drop ship minimum quantity is 25 per location. If multiple drop ship locations, addresses must be received by House of Doolittle at least 10 days prior to estimated ship date in our Excel spreadsheet format. Please contact Customer Service to obtain spreadsheet. Customer is responsible for accuracy of addresses provided. If any discrepancies result in additional charges assessed by carrier, customer will be notified and billed for those charges.

Shipments Using Customer Account Number: Add $10.00 (G) handling fee. Add $4.50 per box if Customer selects FedEx as preferred carrier.

3rd Party Shipments: once product leaves House of Doolittle's dock, customer is responsible for any liability (damage/loss) that results from 3rd party carrier. If House of Doolittle is charged for address corrections or any additional charges, Customer will be notified and billed for those charges.

Duties and Taxes: Customers are responsible for paying all duties, taxes, and other fees that are levied once your package reaches the country of destination. If House of Doolittle is billed for any charges these will be billed to the customer.

Package Refusal: If your package cannot be delivered, is unclaimed, or is refused, you are responsible for the following:

• Original and return shipping costs

• Duties, taxes, and other customs charges that are incurred on the package for both the original and return shipments

• The amount of these charges will be subtracted from your merchandise refund.