

DELAWARE DRY GOODS/DELAWARE DG CO LLC - NEW ACCOUNT POLICY

1. ALL new accounts **MUST** complete **A DELAWARE DRY GOODS CREDIT APPLICATION**. The original signed credit application must be on file for the account to be on Open Account Status. **Your STATE SALES TAX EXEMPTION CERTIFICATE is also required**. Your Account will be activated when you place your first order.
2. **FIRST ORDERS** - ON NEW ACCOUNTS WILL BE SHIPPED ON A *C.O.D. BASIS* (EITHER: UPS COD: Prepaid by your Check PLUS UPS COD FEES & FREIGHT CHARGES) OR Prepaid on CREDIT CARDS. VISA/ MC/DIS/AX CAN BE USED FOR PAYMENT OF FIRST ORDER.as we are WHOLESALE to TRADE CUSTOMERS ONLY. WE ALSO TAKE CHECK BY PHONE PAYMENTS.
3. **NEW ACCOUNT TERMS: INVOICES ARE DUE NET 30 DAYS FROM INVOICE DATE** – INVOICES ARE DUE UPON PRESENTATION, BASED ON INVOICE DATE & YOUR ACCOUNT TERMS. CREDIT CARDS ARE available for each purchase if desired. MONTHLY STATEMENTS ARE ONLY MAILED TO *ACCOUNTS BEYOND CREDIT TERMS* OR AS A REMINDER.
 - A) **NEW STORES & Rack Goods/Replacement**: 50% OF THE FIRST OPENING ORDER IS TO BE PAID- IN ADVANCE. BALANCE OF INITIAL ORDER WILL BE DUE NET 30 DAYS PLUS AN ADDITIONAL 30 DAYS FROM INVOICE DATE. ALL ORDERS THEREAFTER WILL BE DUE NET 30 DAYS. Freight applies on all drop shipped goods.
 - B) **NOTIONS NOT SHIPPED WILL BE CANCELLED, PLEASE REORDER THESE ITEMS. WE DO NOT BACK-ORDER**
 - C) **CREDIT CARDS: VISA/MC/DISC/AX & CHECK BY PHONE** ARE AVAILABLE FOR PAYMENT OF YOUR INVOICES AS PURCHASED OR TO PAY YOUR ACCOUNT BALANCE. WE RESERVE THE RIGHT TO SHIP PENDING APPROVAL OF CREDIT CARD CHARGES. ANY AND ALL FEES CHARGED BY THE CREDIT CARD COMPANY FOR CHARGE BACKS ARE THE RESPONSIBILITY OF THE ACCOUNT HOLDER, NOT DELAWARE DRY GOODS. CREDIT FOR MERCHANDISE WILL NOT BE ISSUED THRU CREDIT CARDS UNTIL RETURNED GOODS ARE RECEIVED. ALL DISPUTES MUST BE MADE IN WRITING.
4. **DELINQUENT ACCOUNTS** 10 DAYS BEYOND CREDIT TERMS, WILL BE PLACED ON CREDIT HOLD. NEW ORDERS ON DELINQUENT ACCOUNTS WILL BE HELD PENDING RECEIPT OF PAYMENT OR UNTIL THE ACCOUNT IS BROUGHT TO A CURRENT STATUS. UNRESPONSIVE ACCOUNTS WILL BE PLACED FOR COLLECTION, ANY AND ALL SERVICE CHARGES, LEGAL FEES AND COLLECTION FEES WILL BE ADDED TO THE OUTSTANDING DEBT/BALANCE OF THE DELINQUENT ACCOUNT.
5. **SERVICE CHARGE** WILL BE ADDED TO UNPAID INVOICE BALANCES, EXCEEDING CREDIT TERMS BY ONE (1) DAY OR MORE BEYOND CREDIT TERMS AT THE RATE OF 2% PER MONTH/ (24%) PER ANNUM
6. **MINIMUM ORDER** IS \$25.00 NET. Freight will be Added to the order. Orders less than \$25.00 will not be shipped.
7. **FREIGHT WILL BE CHARGED** ON ALL NET ORDERS LESS THAN \$150.00. GROUND FREIGHT WILL BE PREPAID ON NOTION ORDERS OVER \$150.00; NOT INCLUDING FREIGHT INTENSIVE ITEMS: FABRICS, SEWING BOXES, STORE FIXTURES, DRESS FORMS, OVERSIZED ITEMS, FLEECES, BATTINGS, PIPING CORD*, FIBERFILL, PILLOW FORMS AND SPECIAL-ORDER ITEMS ARE SHIPPED F.O.B. ONLY (i.e., freight will be charged). FREIGHT WILL BE CHARGED ON ALL *DIRECT/DROP SHIPPED & THIRD-PARTY SHIPMENTS WILL BE BILLED EITHER ON YOUR INVOICE OR ON A SEPARATE INVOICE.
NEXT DAY AIR, SECOND DAY AIR AND THIRD DAY AIR IS AVAILABLE UPON CUSTOMER REQUEST.
THESE FREIGHT CHARGES ARE THE RESPONSIBILITY OF THE CUSTOMER.
8. **RETURNED GOODS & SHIPPING PROBLEMS:** PLEASE HAVE YOUR ACCOUNT NUMBER & INVOICE NUMBER WHEN CALLING. **ORDER PROBLEMS & DAMAGE PROBLEMS:** PLEASE CALL OUR CUSTOMER SERVICE DEPARTMENT WITH ANY PROBLEMS ON OUR ORDER **WITHIN 10 BUSINESS DAYS OF THE RECEIPT OF THE ORDER.** ALL CLAIMS SHOULD BE CALLED IN TO OUR OFFICE UPON RECEIPT/OR 10 BUSINESS DAYS, OF THE ORDER DATE. **UPS BOXES ARE TO BE KEPT & UPS IS TO BE CALLED 1-800-377-4877 FOR INSPECTION OF THE DAMAGED GOODS.** PLEASE FAX OR EMAIL DOCUMENTATION TO OUR OFFICE WITHIN 24 HOURS OF RECEIPT OF THE DAMAGED SHIPMENT. **CLAIMS SUBMITTED & NOT TURNED INTO CARRIER/UPS WILL NOT BE HONORED.**

RETURN GOODS: PLEASE HAVE YOUR ACCOUNT NUMBER & INVOICE NUMBER AVAILABLE WHEN CALLING TO REQUEST RETURN AUTHORIZATION/CALL TAGS. RETURN REQUESTS MUST BE MADE WITHIN 30DAYS** OF DATE OF THE ORIGINAL SHIPMENT. *UPS Return Tags will be Mailed or emailed to your store for the return of authorized goods to Delaware DG.* ALL RETURNED GOODS WILL BE VERIFIED PRIOR TO ISSUANCE OF CREDIT & ARE SUBJECT TO THE FOLLOWING CONDITIONS: MERCHANDISE MUST BE IN THE ORIGINAL CARTON AND/OR UNDAMAGED PACKAGING, MERCHANDISE MUST BE **IN THE FULL PUT-UP ORDER QUANTITY** AND GOODS MUST NOT BE PRICED TO BE ELIGIBLE FOR CREDIT. **OBSOLETE GOODS, DISCONTINUED GOODS, COLORS & PIECES>>WILL NOT BE ACCEPTED FOR CREDIT.** GOODS OVER 3 MONTHS OLD WILL NOT BE ACCEPTED FOR CREDIT. PLEASE INCLUDE A PACKING SLIP/ITEMIZED LISTING OF MERCHANDISE BEING RETURNED ITEM WITH INVOICE NUMBERS IN THE BOX. WE DO NOT TAKE BACK UNSALABLE GOODS. RETURNS OVER 6MONTHS OLD ARE AT THE DIGRESSION OF DELAWARE DG & DISCONTINUED ITEMS NO LONGER IN STOCK, WILL NOT BE CREDITED

>>>>>RETURNS SHOULD BE ADDRESSED TO: DELAWARE DRY GOODS, 1007 SOUTH CHAPEL ST, NEWARK, DE. 19702
8. **WARRANTY:** ALL PRODUCTS ARE SUBJECT TO THE WARRANTY ONLY & SOLELY OF THE MANUFACTURER. DELAWARE DRY GOODS IN NO WAY WARRANTS ANY PRODUCTS, BEYOND THE MANUFACTURERS WARRANTIES.
10. **RETURNED CHECKS** - SUBJECT TO \$35.00 SERVICE CHARGE IN ACCORDANCE WITH OUR BANK'S POLICY.
11. **PAYMENTS:** Please put your **Customer Number & Invoice number on your checks** or send remittance advise with your payment including detailed information for any deduction. Deductions must be claimed within 30 days of receipt of goods or claims will be denied.
12. **Copies of Invoices & the Open Itemized Statement,** showing the account balance is available online at our website for your convenience: **DELAWAREDG.COM**, your CUSTOMER NUMBER IN CAPS IS YOUR **PW & LOGIN TO OUR WEBSITE**