

DELAWARE DRY GOODS - NEW ACCOUNT POLICY – 2011

1. **ALL NEW ACCOUNTS MUST COMPLETE A *DELAWARE D.G. CREDIT APPLICATION*. THE ORIGINAL - SIGNED APPLICATION MUST BE ON FILE FOR ACCOUNT TO BE ON - “OPEN ACCOUNT STATUS”.**
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 (IE – Prepaid/UPS Cod/Visa/Mc) - UNTIL ORIGINAL CREDIT APPLICATION HAS BEEN RECEIVED AND PROCESSED ACCOUNT WILL REMAIN ON C.O.D. STATUS UNTIL CREDIT MANAGER APPROVES CREDIT APPLICATION. **VISA/ MC CAN BE USED FOR PAYMENT OF FIRST ORDER, BUT CREDIT APPLICATION STILL MUST BE COMPLETED, as we are WHOLESALE to TRADE CUSTOMERS ONLY.****
3. **NEW ACCOUNT TERMS: INVOICES ARE DUE NET 30 DAYS FROM INVOICE DATE – INVOICES ARE DUE UPON PRESENTATION, BASED ON INVOICE DATE AND YOUR ACCOUNT TERMS. 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.
 - B) **BACKORDERS - TRIMMING AND WORKROOM ITEMS WILL BE AUTOMATICALLY PLACED ON BACKORDER.**
 - C) **NOTIONS NOT SHIPPED WILL BE CANCELLED, PLEASE REORDER THESE ITEMS.**
 - D) **VISA/MC:** IS AVAILABLE FOR PAYMENT OF YOUR INVOICES/ACCOUNT BALANCE. WE RESERVE THE RIGHT TO SHIP PENDING APPROVAL OF VISA/MC CHARGES. ANY AND ALL FEES CHARGED BY VISA/MC FOR CHARGE BACKS ARE THE RESPONSIBILITY OF THE ACCOUNT HOLDER, NOT DELAWARE DRY GOODS. CREDIT FOR MERCHANDISE WILL NOT BE ISSUED THRU VISA/MC 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 \$100.00. GROUND FREIGHT WILL BE PREPAID ON ORDERS OVER \$100.00. ALL FABRIC, FIXTURES, CURTAIN RODS, DRESS FORMS, SEWING BOXES, DROP SHIPPED MERCHANDISE AND FIBERFILL'S AND OTHER SELECT SPECIAL ORDER ITEMS (NOTED ABOVE) ARE SHIPPED F.O.B. ONLY (i.e. freight will be charged). FREIGHT WILL BE CHARGED ON ALL DIRECT/DROP SHIPPED ITEMS.**
NEXT DAY AIR, SECOND DAY AIR AND THIRD DAY AIR IS AVAILABLE UPON CUSTOMER REQUEST AND THE EXTRA 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 AND FOLLOWED BY FAXED/MAILED DOCUMENTATION TO OUR OFFICE WITHIN 30 DAYS** OF THE ORDER. CLAIMS SUBMITTED AFTER 30 DAYS WILL NOT BE HONORED.**
RETURN GOODS: PLEASE HAVE YOUR ACCOUNT NUMBER AND 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 faxed to your store for the return of authorized goods to Delaware DG.* ALL RETURNED GOODS WILL BE VERIFIED PRIOR TO ISSUANCE OF CREDIT AND 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 & COLORS 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. OBSOLETE & DISCONTINUED COLORS & OR GOODS WILL NOT BE ACCEPTED FOR CREDIT. **NON STOCK DRAPERY RODS-** Not Returnable
CONSO: SPECIAL ORDER CONSO TRIMS ARE **NOT** RETURNABLE. CUT YARDAGE CONSO TRIMS ARE **NOT** RETURNABLE. NON-STOCK CONSO MERCHANDISE IS SUBJECT TO 25% RESTOCKING CHARGE PER MANUFACTURER. OBSOLETE & DISCONTINUED COLORS & OR GOODS WILL NOT BE ACCEPTED FOR CREDIT. **COLOR DYE LOT DIFFERENCES:** CONSO ALLOWS 15DAYS TO DISPUTE DYE LOTS. DELAWARE DRY GOODS IN NO WAY WARRANTS DYE LOTS.
**ALL CUSTOMERS ORDERING MORE THAN ONE PUT-UP OF THE SAME DYE LOT/COLOR IS RESPONSIBLE TO SPECIFY “Dye Lot Match Requested” ON ALL PURCHASE ORDERS, AND IS STILL SUBJECT TO THE 15 DAY CONSO DISPUTE POLICY. CONSO OR DELAWARE DRY GOODS CANNOT GUARANTEE DYE LOT COLORS OF MERCHANDISE ORDERED AT DIFFERENT TIMES.
9. **WARRANTY: ALL PRODUCTS ARE SUBJECT TO THE WARRANTY ONLY AND SOLELY OF THE MANUFACTURER. DELAWARE DRY GOODS IN NO WAY WARRANTS ANY PRODUCTS, BEYOND THE MANUFACTURERS WARRANTIES..**
10. **RETURNED CHECKS - SUBJECT TO \$30.00 SERVICE CHARGE IN ACCORDANCE WITH OUR BANKS 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**

WWW.DELAWAREDG.COM your CUSTOMER NUMBER IS YOUR PW & LOGIN