

# TERMS & CONDITIONS

## ORDERS:

- Minimum opening order \$100; reorder \$75.
- Order minimums are per invoiced location.
- Products are sold in multiples at the specified quantity. Orders that do not meet an item's required quantity will be automatically rounded up to the next multiple.
- An individual reorder totaling less than the minimum is subject to a \$15 service charge.
- Orders should be placed with your local sales representative, whose information can be found on the opposite page.
- Orders are processed and shipped within 5 working days of their receipt by Compendium for in-stock items.
- Reduced price items are available while supplies last; all sales on reduced price items are final.

## RETURNS/CLAIMS:

- All Compendium products, except greeting cards and specified promotions, are returnable directly to Compendium within 90 days of receipt of product.\*
- Greeting cards should be returned to your sales representative; all other products can be returned directly through Compendium.\*
- Please contact your local sales rep for return instructions within 90 days of receipt of product.
- A detailed list of returned items must accompany all returned product along with a reason for the return.
- Please package all returns carefully, as product must be in resalable condition to receive credit.
- Price-ticketed items, whether printed or handwritten, will not receive credit.
- Stickers/sticker residue or other damages to product will not receive credit. Even a removed sticker attracts dust and makes an item not resalable.
- All packaging materials, packing slips, and receiving paperwork should be retained for freight provider inspection.
- If your items are damaged or incorrect, please call our Customer Service line within 10 days of receipt of product to report the damage. Please retain the damaged items until you have spoken with our team to determine if they should be discarded or if we can send a replacement part.

\* Applies to US orders only.

## NEW ACCOUNTS:

- All customers are asked to provide a completed Compendium account application.
- All customer accounts are subject to approval by Compendium.

## PAYMENT TERMS:

- Terms are Net 30 days on approved credit. A credit application must be signed and returned in order to receive an ongoing line of credit. Accounts that are past due or which have exceeded their established credit limit are subject to holding of future shipments.
- Compendium accepts Visa, MasterCard, Discover, and American Express, or orders prepaid via check or wire transfer. We do not ship orders COD.

## SHIPPING:

- All orders receive \$5 flat-rate shipping. Only applies to orders shipped within the US (including Alaska and Hawaii). Excludes outlying US territories.\*
- Rushed orders will be subject to an additional charge of \$25.
- Orders will be shipped via Best Way Ground unless otherwise requested.
- Freight charges are billed to customers with merchandise.
- Merchandise is FOB Everett, Washington, or Louisville, Kentucky.

## LATE PAYMENTS:

- Past due balances are subject to finance charges of 1.5% per month.
- Our 100% sell-through guarantee applies only to orders paid in full within 30 days of receipt of merchandise and returned in resalable condition within 90 days of receipt of merchandise.\*

## OTHER:

- Prices and products shown in this literature are subject to change without prior notice.
- BonusBuy and SuperBuy prices are available for US orders only. Some restrictions apply.
- When deemed appropriate, we reserve the right to withhold service.
- Discounts cannot be combined.
- These terms and conditions supersede all previous terms and conditions from Compendium, Inc. effective December 2019.