



P.O. Box 515 Quaker Hill, CT. 06375-0515
Phone: (860) 437-7232
Fax: (860) 440-2563
Email: info@klselect.com Web-site: www.klselect.com

DOING BUSINESS WITH KL SELECT

Setting Up An Account

- ◆ KL Customer Care will work with you to set up a new account.
- ◆ You will need to submit a KL credit application for processing.
- ◆ Additionally, we will require a signed and dated copy of our Standard Terms and Conditions of Sale. *Please read the Standard Terms and Conditions of Sale carefully. The following sections offer general guidelines for working with KL, but you will find complete information on the terms sheet.*
- ◆ Credit applications cannot be processed without an initial order, and signed terms sheet.

Ordering and Delivery

- ◆ KL Customer Service is available Monday – Friday, 9:00 a.m. to 5:30 p.m. EST.
- ◆ If an item is in short supply, shipping priority is based on past payment history, and volume of business.
- ◆ Orders are shipped UPS Ground Service, unless otherwise requested.
- ◆ Federal Express will be used for C.O.D. accounts. *New retailers are C.O.D. or Prepay on a Credit Card (Visa/MC/Amex) for the first six months.*
- ◆ Pre-paying with MasterCard, Visa or American Express saves on shipping charges.
- ◆ If you refuse a shipment for any reason other than shipper error, a \$25.00 refusal fee, plus shipping charges will be incurred.
- ◆ If volume of sales is less than \$3,000.00 a year, we reserve the right to request pre-payment or C.O.D.
- ◆ *Please note there is a minimum order of \$100.00, or a \$10.00 handling fee will be applied.*

Returns

- ◆ A Return Authorization (RA#) number from KL is needed before returning merchandise, or exchanging a product for customers. Please have all pertinent information, such as order number or invoice number, available when you call KL for the Return Authorization number. **RA numbers are good for 30 days.**
- ◆ A 15% per item re-stocking fee is assessed for all returns, except defective merchandise or shipper error.
- ◆ **The Return Authorization must be clearly written on the outside of the package, or it will be refused.**
- ◆ Errors on invoices or shipping must be reported within 10 days of receipt of merchandise.
- ◆ *Your return will only be accepted via UPS at:*

KL Select, 125 Old Norwich Road, Quaker Hill, CT 06375.

- ◆ All returns will be processed within four weeks.
- ◆ Claims regarding “defective” merchandise must be made *within 30 days of receiving the order*.
- ◆ Return shipping is paid by KL for claims made within this time frame, otherwise, the retailer is responsible for freight charges.
- ◆ If, upon inspection, KL determines that the product is defective, we will replace it or credit your account immediately.
- ◆ *If the merchandise has been used, and a problem is discovered, a proper sales receipt showing date of customer’s purchase and item description must accompany the return. We will repair or replace the product at our discretion. If you issue a store credit (or a new item) to the customer for repairable or non-defective merchandise, it becomes your responsibility, and we will assist where possible.*
- ◆ KL inspects each and every product returned to us. If we find that the product is not defective, it will be sent back to you with a letter of explanation. These products are guaranteed for manufacturer’s defects only. If at KL’s discretion, we agree to accept returns on overstock, a \$5.00 re-stocking fee is charged for each item. This will also apply to retailers returning special orders not sold. *Again, please call your customer service representative for return authorization.*
- ◆ We recommend that you keep the KL tags on all merchandise, as care and cleaning of items is detailed on these tags. *Customers not following these directions do so at their own liability.*

Errors In Shipping / Errors on Invoices

- ◆ Please notify KL Select, at (860) 437-7232 ext. 4, immediately for any of the following errors:
 - *Incorrect item received*
 - *Product shortage*
 - *Product overage*
 - *Incorrect pricing*
- ◆ Accounts Receivable will investigate the problem and make appropriate adjustments.
- ◆ Errors on invoices or shipping must be reported within 10 days of receipt of merchandise.

Payments

- ◆ Open terms are 10, 15, 30 days net, with approved credit.
- ◆ A 2% service charge is assessed per terms on all overdue accounts.
- ◆ Customers past due are automatically placed on hold until payment is received.

Employee Purchase Program

- ◆ Employees of KL Select retailers can purchase our products at 10% below wholesale cost, subject to retail manager’s approval.
- ◆ A completed Employee Purchase form, with the manager’s signature, should be sent to KL with payment.
- ◆ Pre-payment, including shipping and handling, is necessary for all employee purchases.

KL Select Policy on Custom Golden Dress Orders

KL Select will strive to keep as much inventory as possible of popular sizes, styles and colors.

- ◆ In stock items will be shipped within two business days.
- ◆ Out of stock or custom orders will take between six to twelve weeks, depending on the time of year.
- ◆ A **no cancel, no return** policy may be implemented if a custom order is an unusual style, color, or size.