

Terms of Sale

All prices are shown at suggested retail. Prices subject to change without notice.

Minimum Order:

\$100 net on opening order with credit card
\$250 net on opening order with N/30 terms
\$100 net on all re-orders

To Open a New Account:

Visit exaclair.com and fill out the application under "Become a Retailer." Credit card orders will be processed immediately. To establish credit terms, please allow up to two weeks upon submission of a qualifying order of \$250.00 (net) or more.

Claims

Shipping Discrepancies/Missing Items:

Claims for discrepancies or missing items must be submitted in writing within **5 business days** of the delivery date.

Damaged Cartons/Items:

Claims for damaged cartons or items must be submitted in writing within **2 business days** of the delivery date and must include photos of the damaged cartons and items.

Defective Items/Hidden Damages:

Claims for defective items or hidden damages (within intact packaging) must be submitted in writing within **4 weeks** of the delivery date and must include photos of the packaging and defective items.

Returns:

Merchandise may be returned for a refund within **10 business days** of delivery if in the original, unopened packaging. Request a Return Authorization Number (RA#) from Exaclair's customer service (sales@exaclair.com) prior to returning any item. A 10% restocking fee will be applied to all returns.

Please Note:

Include the purchase order (PO) or invoice number with all claims. Exaclair reserves the right to refuse any claim or return that does not meet these guidelines.

Shipping

All orders are shipped F.O.B./Hamburg, NY from our upstate NY warehouse.

Unless otherwise specified, we ship UPS Ground, FedEx Ground or USPS Priority Mail. Standard shipping rates apply and are added to all invoices.

Order Online 24/7

Exaclairb2b.com is for the exclusive use of our approved retailers. It allows you to check pricing, place orders, and access online-only sales and promotions with discounts up to 70% off suggested retail pricing. Prices subject to change without notice. Approved retailers can email sales@exaclair.com for your username and password.

Online Resources

Exaclairretailers.com hosts a photo archive of product images as well as downloadable and printable versions of our current catalogs for retailer use.

Additional brand information can be found on:

Exaclair.com

Rhodiapads.com

Blockx.be/en/

Decopatch.com

Jherbin.com

Pastelmat.com

Quovadisplanners.com

Stillmanandbirm.com

Exaclair, Inc.

143 West 29th Street, Suite 1000
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Tel. 646-473-1754

Customer Service x 110

Accounting x 116

Marketing x 115

Email: sales@exaclair.com

www.exaclair.com