

Warren Creative Designs, L.L.C. Terms and Conditions:

Shipping & Delivery

PLEASE INSPECT ALL SHIPMENTS IMMEDIATELY

Our suppliers try to ensure that your shipment has been packaged correctly. In the event that a shipping error or damage occurs to your order, you must adhere to the following procedure:

- Damage/loss for UPS or Federal Express shipments: Any damage or loss incurred in transit is the responsibility of the carrier. Please notify us within ten (10) working days. If we are not contacted within ten days, you accept all responsibility. You must retain all merchandise and packaging for possible inspection by the carrier.
- Damage/loss for USPS (US Mail) shipments: There is no guarantee for shipping by US Mail. We do not recommend shipping this way, as there is no way to verify receipt or condition of products.
- Most orders ship out within 24 hours of being processed as long as the items are in-stock. Shipping time is generally 1-5 business days, depending on your location (express shipping options are available at an additional cost). Orders placed after noon Eastern Time will be processed the next business day. If time is critical, please feel free to call us at 1-800-947-5877 to check if an item is in stock before you place your order.
- Our Suppliers ship UPS, Federal Express, or DHL. All will not ship to a PO Box, please supply with correct physical address.
- There is an additional handling fee of \$10.00 for shipping items 60" or longer; or 30" or longer on 2 sides.
- Special Shipping Charges: Unusually large or heavy items may incur additional shipping. Add \$20.00 to all shipments to Alaska, Hawaii, Puerto Rico, or Canada. Foreign orders add 20% of total bill for airfreight – subject to actual shipping fee.

Address Corrections

Please be sure to give us your correct shipping address. If UPS charges Warren Creative Designs, L.L.C. for an address correction, this charge will be passed on to you. This applies to wrong and/or incomplete addresses given. This includes, but is not limited to, missing apartment or suite numbers. If the package shipped by UPS Ground service, the address correction charge will be \$10.00/package. If the package shipped by UPS Air service, the address correction charge will be \$12.00/package.

Truck Shipments

Please make sure you inspect the shipment before signing for it. Any damage must be noted on the delivery receipt. Failure to sign the shipment as damaged makes you solely responsible for all damage(s). The carrier will not pay for damages if you do not note the damage in writing at the time of delivery on the delivery receipt. Customer assumes 100% responsibility for replacing or repairing product(s) when damage is not noted on the delivery receipt. 6' podiums and all carts must be shipped on a skid. Therefore, a loading dock is necessary for delivery. When requesting a freight quote, we must be advised if a loading dock is available. If not, additional charges will apply to the shipment.

Returned Goods

All sales are final - returns will be at Warren Creative Designs, L.L.C. discretion. Do not return merchandise for any reason without first calling us for a return authorization (RA) number. This number must be on all packages and paperwork. All unauthorized returns will not be credited. Unaltered stock items ordered in error may be returned (freight prepaid) for credit within 30 days from purchase. These items must be in original

packaging and cannot be written on. Returns of custom orders, non-stock and closeout items and orders over 30 days old will not be accepted. Please have your purchase date and invoice number ready for us when calling for an RA number. Use UPS or FedEx to return all approved items so you have the ability to track your returns (We cannot give credit for items that become lost in the mail.). Warren Creative Designs, L.L.C. will instruct you as to what address to ship authorized returns.

The following is a list of items that are non-returnable and non-exchangeable:

- All Custom made or special design items. These items are made at the customer's request and are impossible for us to resell.
- Briefs, tights, bodyliners and in-stock bodysuits. If these items have been opened they are not-returnable and non-exchangeable for obvious sanitary reasons.
- Any items that have been worn, used and or damaged. These items cannot be resold and therefore cannot be returned. Please try shoes on a towel to maintain their returnability.
- Any clearance, close-outs, used or brokered products.
- All Makeup
- All Ready-to-Wear Hair Pieces
- All Fabric
- Most electronics unless received with a manufacturers defect.

WARREN CREATIVE DESIGNS, L.L.C. RESERVES THE RIGHT TO IMPLEMENT A 20% RESTOCKING FEE.

Terms and Late Fees

- If using a School Purchase Order, a signed Official Purchase Order must accompany your order. Terms are from the date of Invoice and not the date received.
- A service charge of 1.5% per month will be added to any account balance over 30 days past due.
- All Standard Credit Card Transactions will incur an additional 3% handling fee. Any Corporate, Out-of-Country or Reward Card Transactions will incur an additional 5% handling fee.

Disclaimer

We reserve the right to correct any typographical errors contained in this catalog. All prices are subject to change without notice.