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| **EVERYDAY & HOLIDAY PAPERS POLICIES AND TERMS**  **ORDERING:**  Toll-Free Phone: (800) 296-8970 Fax: (800) 507-2239  Hours of Operation: Monday-Friday 8:00am-4:30pm (CST)  Mailing Address: Great Papers, 7220 W. Wilson Ave.,  Harwood Heights, IL 60706 Website:  [www.greatpapers.com](http://www.greatpapers.com/)  Email: [questions@greatpapers.com](mailto:questions@greatpapers.com)  **MINIMUM ORDERS:**  $150 opening order amount and a $50 reorder amount.  Orders totaling less than the minimum will be charged a $5 service fee  **ORDER PREPARATION:**  Orders must be submitted with complete information, including but not  limited to, notation of shipping and billing addresses, promotional offers and  multiple store distribution information, if applicable.  Please double-check all  purchase orders for accuracy before sending to Great Papers.   Please check the following:  1) Correct wholesale pricing  2) Terms  3) Accurate qty, description and item number information  4) Shipping information – Please provide routing guides if applicable  5) Billing information  6) Promotional numbers if applicable  7) Correct shipping date and/or arrive by date  8) Uniform Sales and Use Tax Resale Certificate (for new accounts)  9) Rep group name if applicable  10) Rep individual name if applicable  11) Phone number and fax number  12) Buyer’s signature  13) If pre-paying by credit card : Please provide credit card information at the time the order is placed  **CANCELLATIONS/CHANGES:**  Customized orders are unique to the standard packaged product shown in the catalog and on our website. Due to the time and effort involved in processing customized orders, cancellations are not an option once the  order has been produced. Hard copy orders and/or receipt of EDI orders are considered live  orders and will be produced and shipped per the purchase order instructions. The product will be manufactured at  Great Papers’ discretion in advance of the ship date. Notification for cancellation of a customized order must be given a minimum 10-week notification from the ship date. For products considered standard, cancellations will be based on the status of the order.  Great Papers reserves the right to apply a $15 fee for order changes once the order is processed in our plant, along with a 15%  restocking fee for a cancelled order after it has been processed in our plant.  **SHIPPING POLICY:**  Shipping policy applies to standard Great Papers orders. Extended order preparation and/or back orders may be required on orders exceeding standard size.  Orders ship via UPS/FedEx or Freight, depending upon the weight and size.  International Drop Ships are not accepted.  Any charges incurred by Great Papers for drop-ship address corrections will be charged to your account. Great Papers will ship the best way unless specified by the customer.  *SMALL CARRIER*  (under 180 lbs aggregate weight)  Orders received by 11:00 am CST will ship the same business day.Orders received after 11:00 am CST will ship the following business day.  *FREIGHT ORDERS*  (over 180 lbs aggregate weight)  Orders will ship within three business days excluding date of receipt (example: an order received Monday will ship on Thursday). | **RUSH SERVICE:** Small package carrier orders (under 180 lbs), received between 11:00 am CST and 3:00 pm CST, can ship the same business day, if requested, with an additional $15 rush charge. Please call a Customer Care Representative for details.   * Rush service on freight orders (over 180 lbs) – less than 3 business days – is typically not available. Please contact a Customer Care Representative to discuss availability and applicable charges   **BACK ORDERS:**   * Back orders are shipped as soon as possible * Accounts that do not accept back orders should indicate that on their orders * Customers will be contacted on how their back order should be handled * Out of stock information is available via email per request   **TERMS:**   * Net 30 days upon credit approval * Pre-pay by check, electronic check or money order * Credit cards accepted:  VISA, MasterCard, Discover, and American Express * If credit card declines 3 consecutive days, orders will be cancelled   **RETURNS AND CLAIMS:**  All sales are final. Returns are accepted on damaged goods only with prior approval from our Customer Care Team. Great Papers must be notified on all shortages, overages, incorrect stock, and damages within 30 days of receipt of order. All other returns will be refused. Claims may be deducted up to 90 days after notification.  **CREDIT BALANCE:**  Credit balances not claimed or used within 60 days of posting become the property of Great Papers.  **EDI:**  Great Papers  possesses the ability to accept orders and send invoices via EDI.  Because customers’ EDI systems may vary, please call your sales contact for more information.  **CHANGE OF OWNERSHIP NOTIFICATION:**  Great Papers  requires written notification of any change in ownership, name or business structure under which credit is established.    *We make every effort to ensure that all information is correct. Occasionally, however, a typographical erro* |