

ORDER ENTRY



- 1) Do all orders have to be called or faxed in with Paul Morrell style numbers?**
Using Paul Morrell style numbers is the fastest and safest way to place rental orders. The numbers are readily available in our catalog, or online at mytuxedocatalog.com.
- 2) Will the Paul Morrell order entry staff assist with sizing the tuxedo?**
Sure, but our preference is that you simply call in the sizes you have determined that your customer needs, based on your personal contact with the person. Paul Morrell has developed a chart of measuring guidelines and we will be happy to mail or fax you a copy if you like. This chart can also be found under Online Forms at paulmorrell.com enabling you to print it immediately.
- 3) Can I request that Paul Morrell changes the length of a coat sleeve?**
Yes, there is a \$2.00 charge per coat for sleeve alterations.
- 4) Can an account place orders to be in their store on Monday, Tuesday or Wednesday?**
Although our normal "in store" days are Thursday and Friday you can place what we refer to as an "early order". The cost of an early order is one and one half times the normal cost of an order, plus the cost of shipping. The increase to one and one half rentals due to the fact that the items must be reserved for two weekends, rather than one, and is only applicable from April through August. All other months, you will only be responsible for freight charges for early orders.
- 5) What is the smallest coat Paul Morrell has available to rent?**
Boys 3, in most styles.
- 6) What is the largest coat Paul Morrell has available to rent?**
76 in the basic styles. We carry husky (H), portly (P), athletic cut (A) and extra extra (XXL) long coats in styles that have these codes beside them in the description in the price list.
- 7) Do you charge extra for larger sizes?**
Yes, \$3.00 is added to the cost of any order including a coat of size 50 or larger.
- 8) What is an accessory only order?**
Any order that does not include a coat. Credit cannot be issued on an accessory only order after shipment.
- 9) What is Paul Morrell's groom's tuxedo rental discount offer?**
We do not offer a discount for the groom's tuxedo.
- 10) What is the "accidental damage waiver charge"?**
Every order that includes a tuxedo coat is charged an "accidental damage waiver charge" of \$2.00. This charge does not cover intentional damage to a coat.
- 11) My customer just wants to try on an item; is this possible?**
Yes, we can send you a "try on" item for half the regular rental cost plus the cost of shipping the item, except during the months of April through August. The items must be returned clean and unused to receive the reduced rate. Try ons which are returned late will be charged full rental prices on rebills.
- 12) Do you provide tuxedos for fashion shows?**
Yes, we will bill you half of the wholesale cost of a tuxedo for fashion shows for up to three units, except for the months of April, May and June, when they are full price. Fashion Show outfits which are returned late will be charged full rental price on rebills.

13) What is the "drop ship fee"?

A "drop shipment" fee of \$6.00 is added to one of the orders being sent to an address other than your primary "ship to" address. There is one drop ship fee for each different address per week, unless the orders going to a drop ship address have been shipped complete, and you call in another order, in which case another fee will be charged.

14) May I order more catalogs and brochures?

Yes, depending on availability, catalogs may be purchased for \$5.00 each, and brochures are \$20.00 per 100 or \$10.00 per 50. You may also view our catalog online at "mytuxedo catalog.com", or request a free "mytuxedocatalog.com" CD to use in your personal computer.

15) Can you make changes on an existing order?

Yes, but during April and May there will be an additional charge for accessory changes made after the order has been printed (normally on Wednesday morning of the week before usage.)

16) Why does Paul Morrell require a first and second choice for a prom order?

Due to heavy demand and our dependence on return merchandise from the week before, we have found it necessary to ask our customers for a second choice on prom orders in the months of April and May. We generally ship about 98% of our customers their first choice.

17) What does Paul Morrell do if they must make a substitution on an order?

We strive to call our customers to receive an approval before the substitution is made. If we cannot reach anyone for approval we will use our best judgement and send the closest available items.

18) My customer has decided to cancel their order, can I get credit?

If the order has not been shipped, we can cancel the order if we are notified before noon on the Wednesday before use. If the order has been shipped, we will reduce the price of the order to \$20.00 plus the freight cost, after the order has been promptly returned to Paul Morrell and is clearly marked as "unused". The items must be tagged as clean and have a credit request attached. During the months of April through August and December, credit will not be issued after the order has been shipped. Paul Morrell does not offer credit on any "accessories only" orders which have already been shipped. Requests for credit must be written and received by Paul Morrell within seven days of the original use date. Credits are not mailed but will appear on your Monthly Statement.

19) May I return and receive credit on a sale item?

If the new or used sale item is returned within ten working days of the invoice date and is marked that the order is unused, clean and a credit is requested, we will reduce the sale price to a 20% restocking fee. The shipping fee on the original invoice cannot be credited, manufacturer tags on new items must be included with the return, and there must have been no alterations to the garments.

20) When can we place orders for stock reduction/close out items?

Monday through Friday. The most current stock reduction/close out list can be found at http://www.paulmorrell.com/pages/Stock%20Reduction/10_percent_off/Paul-Mart%20Coats%20%20Jan%202006.pdf and http://www.paulmorrell.com/pages/Stock%20Reduction/10_percent_off/Paul%20Mart%20Accessories%20Jan%202006.pdf

21) Can I buy stock reduction/close out items and not have them sent COD?

Yes, if you pay in advance with a credit card, cashiers check, or money order.

22) My stock reduction/close out order was more than \$65.00 and was placed on time, so why was I charged shipping cost?

All shipping costs for stock reduction and close out orders are payable by the customer.

23) What is a rebill?

Any portion of an order that has not been returned to Paul Morrell by the end of the week following use will be billed to you again and a copy of the rebill is mailed to you. If the item(s) have not been returned after three rebills we will credit the rebills and charge your account with the replacement cost of the items not returned.

24) What is replacement cost?

Any portion of an order that is not returned to Paul Morrell within four weeks of the rental usage date will be billed to the account at our pre-determined replacement cost for the item. This is not the manufacturer's cost to Paul Morrell; it is an amount determined by Paul Morrell based on the time the unit has been gone, the number of rentals that Paul Morrell missed due to the late return, the popularity of the coat, and the items availability from the manufacturer, ie: if the coat cannot be replaced, it will be priced higher.

SHIPPING



25) Who pays the freight cost of orders sent to me?

We pay the freight cost to you if your orders are (1) placed by the close of business on the Saturday before the week of use (2) valued at \$65.00 or more, (3) not requested for an "early in store" date, and (4) not for an international location. You are always responsible for the return freight cost.

26) Who pays the return freight cost?

You are responsible for the return freight cost. (See Question 25 for further clarification of freight responsibility).

27) What is an RS Tag?

RS (Return Service) **Tags**, RS Tags are for returning the merchandise to Paul Morrell. The cost for the RS Tags are charged to your account as follows: freight cost (based on the weight of the box and the delivery zip code) plus \$.50 service fee. The price for the RS Tags will vary depending on the weight of the box. Accounts that are two days ground are eligible for Ground RS Tags. All accounts that are over two days ground from Arkansas must return by UPS 2nd Day Air (Blue Label) RS Tags.

28) What is a Call Tag?

UPS provides a service that allows us to request that they pickup Monday, Tuesday or Wednesday and return to us a box that was delivered by UPS. The cost for the Call Tag is charged to your account as follows: freight cost (based on the weight of the box and the delivery zip code) plus a \$6.00 service fee for each box. This charge of \$6.00 is charged by UPS not Paul Morrell. Accounts that are two days ground are eligible for Ground Call Tags. All accounts that are over two days ground from Arkansas must return by UPS 2nd Day Air (Blue Label) Call Tags.

29) What is the difference between RS Tags and Call Tags?

The difference is, with **Call Tags** UPS will automatically come by your store and pick up the merchandise if the box is ready to be picked up. With **RS Tags** UPS will not automatically come by your store; therefore, you will be responsible for contacting UPS, (in any convenient manner) to tell them you have a pick up. You may also take the box to a UPS Store that will make sure it is shipped via UPS right away. Boxes should not be taken to a UPS drop off ie: The Hardware Store, The Drug Store, etc. These stores are not reliable for shipping the merchandise back to Paul Morrell in a timely manner.

30) Why am I being charged for Call Tags?

Call Tags are requested and paid for by the customer for return merchandise to Paul Morrell. (See question 25 for further clarification of freight responsibility).

31) Why has UPS not been to my store with a call tag for me?

The UPS Call Tag is electronically transmitted to UPS. UPS prints the Call Tag and gives it to the driver for your area. Sometimes the transmission to your local terminal is not completed and your driver isn't aware that he/she should have a Call Tag for you. Please call Paul Morrell whenever this happens and we will assist you.

32) Why was I charged freight cost on an order that was placed last week?

Most often, if the \$65.00 minimum order for the week was met, and you were charged for freight, you requested an "early in store" date, or a special method of shipment.

33) Can I get credit for shipping charges, on an air shipment that was delivered late?

Sometimes, if the late delivery was due to an error on the part of the carrier. Paul Morrell must be notified within seven working days of the scheduled delivery that the box was late. If the shipment was delayed due to conditions beyond the control of the carrier, credit cannot be issued.

34) What is an "early in store" date?

An "early in store" date is Monday, Tuesday or Wednesday of the week of use, or earlier.

35) Why didn't you ship my orders earlier in the week and avoid high freight costs?

Most often the answer for this question is that the merchandise was rented the previous week and we shipped to you the same day it was returned to us. This is why prompt returns are so very important. We also fill and ship orders on a first come, first served basis...this means that late arriving or last minute orders are filled last, resulting in later shipment times. Placing orders two to four weeks in advance is very helpful for you, and Paul Morrell.

36) Why didn't you ship all of my orders at the same time?

Late returns are the most common reason, and your requested "in store" date is the second. We try to avoid higher freight cost as the week progresses by shipping as early as we can and we also want you to receive as many orders as possible, as early in the week as possible.

37) Why did you ship some of my orders on Wednesday, Next Day Air, and wait until Thursday to ship the remainder of my orders?

When the orders were placed, an "in store" day was put on the orders. All of the Thursday in store orders must be shipped by Wednesday, even though the Friday orders may not have been completed.

38) What is the minimum shipping charge for orders under \$65.00?

\$5.00 for accounts in Arkansas and \$7.50 for accounts outside of Arkansas.

39) Why was the box weight on the invoice more than the actual weight of the box?

Air freight carriers (not Paul Morrell) require the use of dimensional weight pricing on some packages. Dimensional weight represents the weight of a box as determined by the amount of space it used in the carriers vehicle and facility. If the shape and size of the box causes a space requirement beyond the actual space used by the box, the freight carrier will charge dimensional weight. Freight carriers, not Paul Morrell, determine if the freight cost will be determined by the actual weight or dimensional

weight. *Dimensional weight is calculated by multiplying the length x width x height and dividing by 194 (for domestic shipments). ***2009 UPS Rate and Service Guide.

40) What is a COD fee?

This is the service fee that freight carriers, not Paul Morrell, charge to collect payment for the box. All COD fees are payable by the customer and are not refundable.

ACCOUNTING



41) When is payment due on an invoice?

The net due in our office no later than 30 days from the end of the month in which the shipment was made.

42) What are late charges?

These are fees charged to your account on any past due balance. This fee is the current maximum allowable rate according to the laws of the state of Arkansas.

43) What is an add on?

We may add-on an additional amount to a COD invoice to collect an outstanding balance on account, usually a delinquent balance, or current charges owed due to rebills, replacement cost, or merchandise not shipped COD.

44) What is the returned check fee?

\$25.00

45) What can I do if I realize that a check I wrote Paul Morrell will not clear the bank?

If you call and explain the nature of your problem, we will try to work with you. If we have deposited the check, you will still have to pay the returned check fee. If you do not call, your account will be put on COD cash only status until the matter has been resolved. (Freight carriers do not accept cash and, accounts that we cannot accept checks from will have to make arrangements to pay for shipments with a money order, cashier's check, or by Credit Card in advance).

46) What Credit Cards do you accept?

We accept MasterCard, Visa, American Express and Discover credit cards.