



Policy Statement

New Account Setup:

- a. Setting up a new account with Paul Morrell is simple. Just visit paulmorrell.com/resources/documents-downloads to fill out items #1, #2 and #3 online or download a PDF or printer friendly copy of all 3 to fill out and return to us by mail or fax.
- b. We can also fax or mail the New Application Forms. Establishing an account with Paul Morrell indicates your agreement to the policies listed on these pages, online, and in your account application.

Payment Terms:

- a. All new accounts are shipped 'Collect On Delivery,' COD Cash, or Credit Card. The cost for merchandise shipped to you COD will not appear on your statement.
- b. Accounts assigned to 'Collect On Delivery Cash' status will need to obtain a cashiers check or money order payable to Paul Morrell to receive merchandise. UPS and FedEx do not accept cash.
- c. PM terms for Open Accounts are Net 30 EOM. Past due accounts are charged a late payment fee at the maximum allowable rate according to the laws of the state of Arkansas. We do not ship accounts who fail to pay finance or late charges. Accounts 60 days past due will automatically (and without notice) be placed on 'Collect On Delivery Cash' or Credit Card until the account balance is current.
- d. Accounts Inactive for 12 months will be placed on hold and require verification before reactivating.
- e. A Service Fee of \$30.00 is charged to the account for each returned or NSF check. Accounts with returned or NSF checks or past due balances over 60 days will be placed on 'Collect On Delivery Cash' or Credit Card immediately, unless we receive a call explaining the problem. We may add-on to collect past due balances.
- f. PM accepts American Express, Discover, MasterCard, and Visa credit cards for payment on wholesale accounts.
- g. Credit Card accounts will be shipped cash only (without notice) if the credit card is expired or declined for any reason.

Delinquent Returns:

- a. PM rents merchandise for one use only and it must be in transit back to us by the Wednesday of the week after use. Items not returned promptly will be billed again the week after use, and each of the next two weeks. After three rebills, your account will be charged replacement cost and the rebills will be credited.
- b. PM will not ship an account that is delinquent in returning merchandise or in keeping their account paid up to date including rebill and replacement charges.
- c. The shipping cost of pre-paid RS Tags provided to you will be charged to you if returns are shipped after the Wednesday following use.
- d. Rebill and Replacement invoices will be automatically charged to your Credit Card, if you are a Credit Card account.

Accidental Damage, Intentional/Careless Damage, and Lost Merchandise:

- a. The Accidental Damage Waiver (ADW) is included on all orders including a coat from Paul Morrell...there is no extra fee. Orders not including a coat such as for a vest and tie, or trouser only, are not covered by our included ADW. This is the industry standard.

- b. The account is responsible for all lost, stolen, intentionally or carelessly damaged merchandise and therefore, should hold the customer responsible by checking all rentals in and out properly. Lost and damaged items will be billed to your account. These items are not covered by our included accidental damage policy.
- c. Lost or damaged garment bags will be billed to the account at \$10.00 each. They are not covered by our accidental damage policy.
- d. Examples of Accidental Damage covered by the ADW include; repairable scuffing or pulling of the fabric material and minor stains that may be completely restored to our quality standards. The ADW does NOT cover grass stains, burns, water damage, tears, intentional or carelessness related damages or damaging alterations.
- e. No permanent alterations may be made to any Paul Morrell rental merchandise. Damage occurring as a result of any account or customer alterations is not covered by the ADW and will be billed to the account. This includes but is not limited to 'slimming up' coats, pants, vests or shirts, or short pant hems.

Alterations:

- a. No permanent alterations may be made to any Paul Morrell rental merchandise. This includes the use of any bonding products that stick two pieces of material together. These products cannot be completely removed and the account will be billed for the merchandise.
- b. PM will perform coat sleeve alterations for \$4.00 per coat.
- c. Alterations causing any permanent damage to fabric or construction will result in the account being charged to replace the item.
- d. The account may temporarily move and replace buttons, or alter sleeve and trouser lengths by hand or blind-stitch. No fabric may be removed or cut. You may not sew up the sides of Coats, Pants or Vests to make them fit slimmer; this damages the merchandise and will result in being billed replacement cost.
- e. For coat sleeve and pant hemming alterations, please allow up to a 1/4 inch tolerance longer or shorter than the requested length.

Corrections, Cancellations and Credits:

- a. Paul Morrell does not charge any additional rental charges for corrections or exchanges, however if you or your customer were at fault, you will be responsible for any necessary shipping charges. If the error is ours we will pay any necessary shipping charges.
- b. If the outfit is cancelled after shipment, the account will be charged a processing fee of 50% plus freight. Credit will be issued when the unit is returned promptly, clean, unused and marked to the attention of customer service.
- c. Credit will not be issued after shipment has been made during the months of April thru October. During all other months cancellations will be accepted if received before noon on the Wednesday before the week of use.
- d. No credit is issued on unused 'accessory only' orders or those not including a coat, after shipment.
- e. All requests for credit must be made within 7 days of the original date of use. A credit memo will not be issued, but the credit will appear on your statement.



Policy Statement, Continued...

- f. New and Used sale items returned to PM will be charged a restocking fee of 20% and must be returned within 10 working days of the invoice date, for credit to be issued.
- g. Paul Morrell will not credit or reimburse accounts or customers for any amount above the invoice cost of a rental or sale product due to problems caused by the lateness or inaccuracies of the rental or sale product. We do not assume any responsibility for lost mark-up as a result of any condition, occurrence, or negligence of Paul Morrell.

Seasonal Information:

- a. Peak Season (April–June) – First and second choices are requested due to the heavy demand of the season. All orders are processed in order of receipt, so order as early as possible. Accessory items not returned with the outfit during peak season will be billed at the following prices: Pocket Square \$10 / Tie \$15 / Cummerbund \$20 / Vest \$55. Should the customer desire to purchase any of these items after Peak Season, contact us for our regular sale prices.
- b. Try-On and Fashion Show merchandise is billed at full wholesale rental prices during peak season.
- c. Accessory changes during April-June that are made after the order has started in production or shipped are an additional charge, not a correction.

Marketing Information:

- a. Fashion Shows - Orders for fashion shows are billed at 50% for up to three outfits during all months except April and May when they are a full rental charge.

- b. Try-On Merchandise is billed at 50% plus shipping costs for all months excluding April - June, when they are billed at full wholesale pricing. PM has a zero tolerance policy concerning abuse of Try-On merchandise pricing at wholesale. Try-On merchandise is not to be used for a paid rental in any way or at any time without contacting PM. All Try-On merchandise must be returned promptly in clean and unused condition or the full wholesale rental price will be billed.
- c. Brochures, Catalogs and 2' x 6' indoor/outdoor Banners are available to help you build your business. Please contact Customer Service or visit us online.
- d. Marketing kits that include a new tuxedo to be used on a mannequin, as well as additional materials are available at a subsidized cost. Visit www.PaulMorrell.com/pm-accounts and click on 'Marketing Materials' for additional information.
- e. The use of our online catalog, MyTuxedoCatalog.com, is offered to accounts in good standing and can help you attract new and interested rental customers. As an active account, you receive a free business listing at MyTuxedoCatalog.com/locate.
- f. Swatch books are available for purchase. Both versions include swatches of most coat fabrics. The \$75, 'Full' Swatch Book includes fabric swatches for nearly all accessory colors in all active accessory lines. The \$25 'Hybrid' Swatch Book includes color corrected digital prints of all colors in all active accessory lines.
- g. See information about our 'Subsidized In-Store Sample Merchandise Program' and 'Try-on Coat Program' on page 11.



Shipping Policy

Shipping Policy Highlights:

- a. Paul Morrell pays shipping charges on Outbound and Return (Inbound) freight for orders that meet certain requirements. *See the Section labeled 'Requirements for FREE Outbound and Return (Inbound) Freight' for more information.*
- b. The minimum shipping charge for orders that don't meet the free shipping requirements is \$10.
- c. Paul Morrell does not pay Outbound or Return shipping costs for correction/exchange orders unless the error was ours.
- d. RS Labels are placed in a pouch in the lid of the box and should be used to return that box. Additional RS Labels are available at your request.
- e. RS labels are not included with exchange orders unless requested.

Shipping Fees:

- a. Paul Morrell does not pay the collection fee or any other charges related to COD shipments. The UPS COD fee is \$14.50 per box in 2019.
- b. Freight carriers charge additional service fees for Saturday Delivery and Early AM boxes. Carrier fees are charged to your account.
- c. All local truck deliveries for orders that don't meet the free shipping requirements will be charged a \$10 delivery fee.

- d. Shipping charges due to incorrect addresses will be charged to your account.

Shipping Refunds:

- a. Requests for shipping cost refunds must be made within 15 days from the date of scheduled delivery.
- b. Service fees for unused or refused Call Tags cannot be credited. Cancellation requests must be made by Friday at 2 pm the week before use.
- c. Shipping charges for shipments delayed or cancelled due to nature or natural disasters will not be credited.
- d. Return costs on refused boxes will be charged to your account unless it is due to carrier service failure.

Dimensional Weight:

Freight carriers, not Paul Morrell, determine if the shipping cost will be calculated by the actual weight or dimensional weight. *Dimensional weight is calculated by multiplying the length x width x height of the box and dividing by a 'factor' supplied by the carriers.

To avoid increased cost, please ensure the sides and top do not bulge on return boxes. Dimensional weight calculations are subject to change at any time. Current Formulas can be found on the website of the carrier.



Shipping Policy, Continued...

Requirements for FREE Outbound and Return (Inbound) Freight:

To qualify for Free Outbound & Return UPS Ground shipping, the following requirements must be met:

- a. Your business must be located in the continental US.
- b. Orders must not require delivery on Monday or Tuesday.
- c. Accounts that are **1, 2, or 3 transit days away from Little Rock, AR:**
 - Must order a minimum of \$100 in rental merchandise by Saturday before the week of use.
- d. Accounts that are **4, 5, or 6 transit days away from Little Rock, AR:**
 - Must order a minimum of \$100 in rental merchandise by Wednesday before the week of use.
 - Orders placed after midnight on Wednesday, but by Saturday before the week of use will be charged freight if they cannot be consolidated into an existing UPS Ground shipment.
- e. Requirements for **Free Freight and Wednesday Delivery:**
 - Wednesday delivery must be requested. Accounts requesting Wednesday delivery and Free Freight must place all applicable orders 10 days before the Wednesday of delivery (which is the Monday before the week of use), and order a minimum of \$100 in rental merchandise.
 - *Note: If additional orders are placed for Wednesday, after 10 days before delivery, we will attempt to consolidate them with the original orders. If that is not possible, the account will be responsible for the freight required for Wed delivery. Wed delivery may not be available in Peak months.*

Accounts that meet the above requirements will receive Free Outbound Freight and UPS Return Service Labels. As a courtesy, accounts that do not meet the \$100 minimum will receive a prepaid UPS RS Label which will be billed to them in order to expedite return shipping, unless otherwise requested. Late returns are costly... Please carefully review points **a** and **b** below...

Additional Shipping Restrictions & Information:

- a. **Late Returns:** All charges for return shipments not in transit (as determined by UPS) to Paul Morrell by midnight on the Wednesday following use are the responsibility of your account. If a Paul Morrell issued UPS RS Label or UPS Call Tag is used after midnight on Wednesday, the shipping charges will be charged to your account.
- b. **Accounts with Delinquent Returns** (items not returned the first week after use) may be placed on a 'Shipping Hold' status until Delinquent Items are returned.
- c. **Week of Use Orders:** Orders placed during the week of use (Late Orders) are always charged outbound and return shipping. As a courtesy, a prepaid UPS RS label will be provided and billed to your account in order to expedite return shipping, unless requested otherwise.
- d. **Call Tags (3 UPS Pickup Attempts):** If you prefer a *Call Tag (3 UPS Pickup Attempts) rather than a **UPS RS Label, there will be a UPS fee of \$10 per box charged to your account.
- e. **International Orders:** International accounts are responsible for all outbound and return shipping costs.
- f. **Non-contiguous states and territories** are responsible for all outbound and return shipping costs.
- g. **Shipping Cost Adjustments:** Paul Morrell reserves the right to adjust shipping charges in accordance with carrier fuel surcharges or increases.
- h. **Non-Rental Orders:** Sale orders are not included in the above rental merchandise shipping policy. All freight charges for Sale orders are paid by the account.
- i. **Transit Days:** ***See Map (above) for transit time information, or visit www.paulmorrell.com/pm-accounts/shipping-information/, or call customer service to ensure your number of transit days from Paul Morrell.
- j. **Drop Shipments:** Drop shipments are charged all shipping costs, plus a \$6 fee per address per week.
- k. **Third Party Freight Billing:** Available upon request.
- l. **UPS** may not make Return Service Labels available for all areas.
- m. **Saturday Delivery:** UPS may not have Saturday delivery available in all areas.

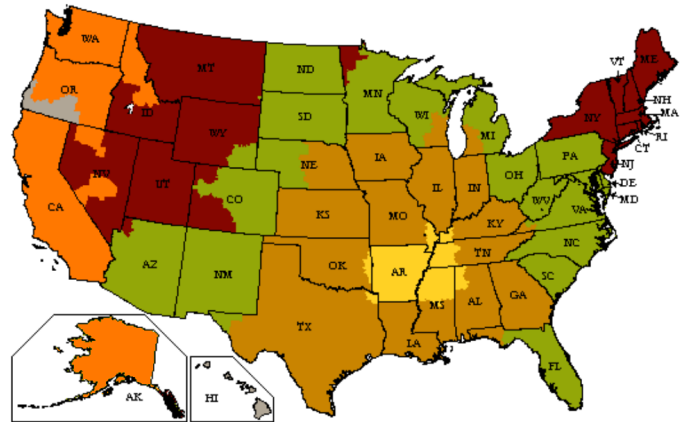
* Call Tag (3 UPS Pickup Attempts) - UPS will pick up each box that a Call Tag (3 UPS Pickup Attempts) has been issued for, at your location.

** UPS Return Service Labels - UPS RS Labels - One box per issued RS Labels can be given to any UPS driver or taken to any location of The UPS Store, a UPS Drop Box, a UPS Customer Center, any Office Depot or Staples location, or any UPS Authorized Shipping Outlet. There is no additional charge to drop off a prepaid RS package.

*** Paul Morrell UPS Ground Map - Please refer to the UPS Ground Map (above) to determine the number of transit days you are from Paul Morrell via UPS Ground. If you are uncertain, please contact customer service before ordering. (The above map is correct as of 2-1-19 and subject to change at any time by UPS.)

2019 UPS Ground Map

TRANSIT DAYS FROM PAUL MORRELL



 1 Day	 2 Day	 3 Day	 4 Day	 5 Day	 6 Day
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