

POLICY STATEMENT

Policies that are new or updated for
2024 will appear highlighted in green.
Policies with added emphasis are in red.

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I. NEW ACCOUNT SETUP

To set up a new account with Paul Morrell, visit [PaulMorrell.com/resources/documents-downloads](https://paulmorrell.com/resources/documents-downloads).

- Fill out the following forms online or download printable PDFs:
 - **New Account Application**
 - **Wholesale Account Payment Options**
 - **Return Shipping Options**
- Return the completed forms to Paul Morrell by email, fax or mail.
- Once PM has reviewed your application, we will reach out to you to discuss your approval status and next steps. This typically takes place within one week of submitting your application, though it may take longer during busier times of year.

OPENING AN ACCOUNT WITH PM INDICATES YOU AGREE TO THE POLICIES LISTED ON THESE PAGES, ON-LINE AND IN YOUR ACCOUNT APPLICATION.

WHEN IS PEAK SEASON?

The 2024 PM Peak Season is:

MARCH | APRIL | MAY

During these months, some PM policies will change in order to accommodate the increase in seasonal order volume.

II. PAYMENT TERMS

- For new accounts, payments are made via **Credit Card** or **Collect-on-Delivery (COD) Cash**. The cost for merchandise shipped to you via COD will not appear on your statement.
- Accounts assigned to COD Cash status will need to obtain a cashiers check or money order for the exact amount owed, payable to Paul Morrell, to receive merchandise. UPS and FedEx do not accept cash.
- COD accounts that refuse shipments are still responsible for paying the entire invoice amount.
- 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 to accounts who fail to pay finance or late charges. Accounts that are 30 days past due will automatically be placed on 'COD Cash' or Credit Card until the account balance is current.
- Accounts Inactive for 12 months will be placed on hold and require verification before reactivating.
- A Service Fee of \$30 is charged to the account for each returned or NSF check or ACH draft. Accounts with returned or NSF checks or past due balances over 30 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 charges at the time of shipping to collect past due balances.
- **Credit Card accounts whose cards decline, may have orders held till the next business day if those orders can still ship economically. If not, orders will be shipped 'COD Cash' in order to prevent expedited shipping charges. PM will not call.**

View Our Entire Rental
Catalog of Tuxedos &
Suits Online by Visiting:



MyTuxedoCatalog.com

III. PLACING RENTAL & SALE ORDERS

Order Early — Please place orders as early as possible. It is not necessary to wait until you have a complete wedding party. This will ensure you the best availability of the styles you want, the lowest cost for the rental, as well as potentially earlier delivery and more affordable freight if it applies to your order.

Peak Season Order Cutoff — Factors including inventory availability, labor, merchandise & supply delays, may make it necessary for PM to stop taking orders for specific weeks. If so, we will give as much advance notice as possible.

Same Day Ship (SDS) Orders — Same-Day-Ship (SDS) Orders are new orders that are placed and requested to ship on the same day because they are needed in your store the same (for local accounts) or next day. SDS orders must be entered by 2:00 p.m. CST. New orders received after 2:00 p.m. CST may be shipped the following day. Paul Morrell strives to produce all orders as quickly as possible.

- **SDS Fee** - A \$5 Fee will apply to each ticket that is required to be produced, & shipped/delivered/picked up the same day the order is placed.
- The only way to guarantee your orders will ship the same day they're placed is to request them in your store for the following business day, which may require you to pay expensive Overnight freight charges.
- New orders requesting shipment on the same day the order is placed, but are not entered to be in your store the following day must be received by 2:00 p.m. CST, but are not guaranteed. As always, we will do our best.

- You are always responsible for the freight charges on SDS Orders.
- SDS Orders may not be available, especially during Peak Season.
- SDS Orders taken on Thursday for Friday, and Friday for Saturday delivery will be accepted as late in the day as possible, but they are limited by our available Production capacity.
- SDS policy and availability may change at any time.

Large Event Discount — Paul Morrell offers a 7% discount in the form of an account credit for pre-arranged large events. Orders placed via PM Online will receive an additional 5% discount, for a possible total of 12%.

- Please contact Customer Service at least one month before the requested Day-in-Store to inquire about eligibility for this discount. Requests for this discount within less than one month will not be accepted.
- Discounts are eligible for events of 40 or more Complete Outfits (C, P, S, V, & T) in the same style, for the same date, at the same location.
- Paul Morrell will pay for the outbound and return freight, shipped to one location.
- All merchandise must be returned to PM by the Friday after the week of use. The discount will only be given on tickets that are fully returned by that day. Delinquent tickets will not receive the discount.
- The 7% discount will be given in the form of an account credit after the merchandise is returned & invoices are paid in full.

IV. WORKING WITH ORDERS IN PRODUCTION:

HOW DOES PM HANDLE REQUESTS TO CHANGE ORDERS THAT ARE ALREADY IN PRODUCTION?

Need to change the coat?

We'll cancel the entire order and re-enter it.

Need to change the pants or accessories?

We'll enter an additional ticket with the requested items. Nothing will be canceled from your original ticket. Additional charges will apply.

Please read through the specifics of what changing orders in production entails.
See 'Change-Orders, Before Shipment' Policy to the right.

Change-Orders, Before Shipment — Once a ticket has entered Production, typically 3 weeks before the use date, it is not possible to replace it with a different style or size without incurring a fee. To accommodate requests in this situation, an additional Change-Order ticket is keyed.

- Merchandise on Change-Orders is billed at the discounted rate of a half rental (of the Individual Prices on **Page 7**), for each item being changed. No credit is given for the items on the original ticket, which may or may not be sent.
- Change-Order tickets are produced based on the date they're created, and they may incur freight charges, even if they ship with the original order. Change-Order tickets may delay the shipping date.
- Note, there is also a 'Change-Order, After Shipment.' For more information, please refer to the Exchange portion of the Policy Statement on **Page 10**.

Add-Ons — If your ticket has been printed and entered Production, it is possible to add additional items via a new ticket. These tickets are called 'Add-Ons,' and the merchandise on them is charged as if it was keyed on the original ticket.

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Add-On tickets are new orders that are produced based on the date they're created, and they may incur freight charges even if they ship with the original order.

Day-In-Store Changes — Day-In-Store changes are available on orders that have not yet entered Production, approximately 3 weeks before the use date. Once an order has entered Production, we are unable to edit it.

- Customer Service cannot change the Day-In-Store on orders entered via PM Online.
- The only way to guarantee an earlier Day-In-Store is to cancel your order and have Customer Service enter the new order. Canceling and re-entering your orders means you may not

be able to book the same styles and sizes that were on your original tickets. It also means you will be subject to freight charges based on the date of the re-entered orders.

Alterations by PM — Paul Morrell will perform coat sleeve alterations for \$6 per coat, excluding velvet coats & PM #C1089. No sleeve alterations are allowed for select styles, which includes all velvet coats as well as style C1089, the Champagne Cheetah 'Amari' Coat.

- For coat sleeve and pant hemming alterations, please allow up to a 1/4 inch tolerance longer or shorter than the requested length.

V. WORKING WITH ORDERS AFTER SHIPMENT:

Corrections & Exchanges — Paul Morrell does not charge additional rental fees for exchanges, unless you are changing the style. See the 'Change-Orders, After Shipment' section below.

- **Exchanges** - You are responsible for the freight charges associated with exchanges that occur due to errors made by you or your customer, such as the need for a different size.
- **Corrections** - PM will assume responsibility for the required shipping costs for corrections that arise as a result of our error as long as the exchange request is made within 2 business days from the order delivery. *PM will not be responsible for expedited freight charges resulting from long delays from when orders are delivered to your store and an exchange request is made. **Example: Orders are delivered to you on Mon or Tues and a PM correction is called in on Friday, requiring overnight, Saturday delivery, that PM would normally have been responsible for.** In this example, you may be responsible for the necessary freight charges due to the time it took to call in the correction.*
- **Exchanges for rental merchandise that are past the use date on the ticket are not allowed. If you request an exchange order for merchandise that was ordered for use in a previous week, the new exchange order and all other associated tickets will be entered at an additional ½ rental charge.**
- If you are requesting a different size coat that is size 50 or greater, there is a \$3 Oversize charge.

Change-Orders, After Shipment — If your order has shipped and you would like to change the style of something you ordered, PM can accommodate your request by keying a Change-Order ticket. Merchandise on Change-Order tickets is billed at the discounted rate of a half rental (of the Individual Prices on **Page 7**), for each item being changed. No credit is given for the items on the original ticket. Change-Order exchanges will incur freight charges. See Also 'Change-Orders, Before Shipment' on **Page 9**.

- Exchanging for a different style that is in a more expensive Price Point may result in additional charges.

Cancellations, After Shipment — If the order is canceled after shipment, the account will be charged a processing fee of 50% plus freight. You must contact PM before the wear date to request credit on a canceled order. Credit will be issued when the unit is returned promptly, clean, unused and marked to the attention of Customer Service. There is no credit after shipment during Peak Season.

Credit Requests — Credit will not be issued after shipment has been made during Peak Season months, as defined earlier in the PM Policy Statement. During all other months, cancellations after shipment will be accepted if the request is received before noon on the Wednesday before the week of use.

- No credit is issued on unused 'accessory only' orders or those not including a coat, after shipment.
- 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.
- 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 PM.

Customer Alterations — 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. **Alterations causing any permanent damage to fabric or construction will result in the account being charged to replace the item.**

- The account may temporarily move and replace buttons, or alter sleeve and pant lengths by hand or blind-stitch. No fabric may be removed or cut. You may not sew up the sides, backs of Coats, Pants, Vests or Shirts to make them fit slimmer; this damages the merchandise and will result in your account being billed for the replacement cost.

VI. RETURNING RENTAL & SALE ORDERS:

Delinquent Returns — PM rents merchandise for one use only and it must be in transit back to us immediately after use. Items not returned promptly will be billed additional rental charges (Rebills) and eventually replacement charges.

- Replacement Pricing is a combination of the cost of the merchandise and other factors. Replacement cost is non-negotiable. Items sent to replace non-returned or damaged merchandise are not accepted.
- If an account requests to purchase a style but is denied, then rents the merchandise and doesn't return it, the account will be billed higher than replacement cost and may risk having their PM account closed.
- 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. 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.
- Rebill and Replacement invoices will be automatically charged to your Credit Card, if you are a Credit Card account. COD accounts may have these charges added onto their next shipment if payment is not arranged before then. Accounts with Terms will be billed for payment.

Returning Sale Items — Used or New sale items returned to PM will be charged a restocking fee of 10% and must be returned within 10 working days of the invoice date for credit to be issued. All sales must be returned unused & un-altered. New Merchandise must have all tags in its original place.

- See the PM New Sales Price List and Policy Statement for return policies on New Sale items.

Damaged & Non-Returned Merchandise —

The Damage Waiver (previously called the Accidental Damage Waiver/ADW), is included on all orders that include a coat. There is no add-on or extra fee. Orders not including a coat, such as for a vest and tie or pants only, are not covered by our included Damage Waiver. This is the industry standard.

- The account is responsible for all lost, stolen, intentionally or carelessly damaged merchandise and 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 DW.
- It is likely that your customers will damage their rental merchandise at some point. PM recommends charging your customers a Damage Waiver of \$5 to \$10 per rental.
- Examples of damages that ARE COVERED by the DW: repairable scuffing or pulling of the fabric material and minor stains that we are able to restore to our quality standards.
- Examples of damages that are NOT COVERED by the DW: anything that is not normal wear and tear as indicated above. Some specific examples of damages that are not covered are grass stains, burns, water damage (mold or mildew stains), tears, intentional or careless damages or damaging alterations.

RENTAL RETURN SCHEDULE

Week 1: Week of Use

— This is the week the order is being worn.

Week 2: Delinquent/Late

— Merchandise must be received back at PM by Friday after the week of use. Merchandise not received by Friday is considered Delinquent.

Week 3: 1st Rebill Charges

— Merchandise not received by the 2nd Friday after the week of use will be automatically charged for an additional full-price rental. **This Rebill will not be credited.**

Week 4: 2nd Rebill Charges

— Merchandise not received by the 3rd Friday after the week of use will be automatically charged for an additional full-price rental. **This Rebill will not be credited.**

Week 5: Replacement Charges

— Merchandise not received by the 4th Friday after the week of use is considered non-returned, and your account will be charged for the replacement cost of any items not returned, in addition to the Rebills you have already been charged. **Rebills will not be credited.**

— Merchandise returned up to 30 days after Replacement Charges are issued may be eligible for a partial credit of the Replacement Charge.

— To avoid late returns: PM recommends you charge your customers a required \$50 Return Deposit, which is credited back after they return their rental merchandise on the first or second business day after use.

— **Delinquent Merchandise Email:** Every week, we'll send you an email to remind you of any delinquent merchandise, as well as notify you of any Rebill & Replacement Charges. **You can view/print any applicable invoices from the email or by logging into PM Online. Paper invoices are not mailed.**

The DW does not cover ripped out seats of pants or seams due to incorrect or tight fits.

- 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 DW 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.
- Lost or damaged garment bags will be billed to the account at \$10 each. They are not covered by our damage policy.

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VII. SEASONAL INFORMATION

- During 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. Accessory items not returned with the outfit during Peak Season will be billed the following: Pocket Square \$10, Tie \$15, Cummerbund \$20, Suspenders \$20, Vest \$65. Should the customer desire to purchase any of these items after Peak Season, contact PM for our pricing and availability.
- Try-On and Fashion Show merchandise is billed at full wholesale rental prices during Peak Season.
- Accessory changes during Peak Season that are made after the order has started in production or shipped are an additional charge, not a correction.

VIII. MARKETING YOUR BUSINESS

Programs, Swatch Books & Materials — Paul Morrell provides the following marketing programs and materials to help promote your store:

- **Fashion Shows:** Orders for fashion shows are billed at 50% for up to three outfits during all months except during Peak Season when they are a full rental charge.
- **Try-On Merchandise:** Try-Ons are billed at 50% plus shipping costs for all months excluding Peak Season, 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 condition or the full rental price will be billed.
- **MTC Locator:** 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.
- **Swatch Books:** A Swatch book is available for purchase. For \$75, it includes fabric swatches of most coat fabrics, as well as nearly all accessory colors in all active accessory lines.
- **Large Event Discount:** See Page 9.
- **Promotional Materials:** Paul Morrell also offers the following products to help promote your store:
 - Print Catalogs and Brochures
 - 2'x6' Promotional Banners
 - Seconds Merchandise
 - Try-on Coats
 - Measuring Tapes
 - Tuxedo and Suit Posters
 - Door Signs



PAUL MORRELL FULL COLOR BANNERS

2 ft x 6 ft banners made of weatherproof indoor/outdoor vinyl with 6 grommets to help display easily.

Single banner, pictured above	\$40
Single banner, previous years availability varies	\$25



CATALOGS, BROCHURES, & SWATCH BOOKS

Order replacement or additional product brochures and rental catalogs. Each is printed in full color.

BR24 - Brochures (bundle of 25)	Free
Any Quantity Over 25 will be billed .20 each (\$5/bundle)	
CT24 - Rental Catalog — Up to 5 FREE	Free
S24 - Sale Catalog — Up to 5 FREE	Free
SWAF - Swatch Book - Apparel and Accessory Fabrics	\$75

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Try-On Coat Scale — Try-On coats from FCGI are available for purchase from PM in a scale of either 7 or 10 coats. These coats are finished on the outside only and are made only to assist with sizing. They are constructed out of wool, are slim fit, and contain colored thread on the sleeves and body to represent the different coat lengths (short, reg, long etc...). Each coat also contains a sizing patch on the outside of the arm. Contact Customer Service for more information.

■ **Prom Scale** (7 Coats) - \$400

Included Sizes - 34, 36, 38, 40, 42, 44, 46

■ **Wedding Scale** (10 Coats) - \$550

Included Sizes - 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56



SECONDS ARE NOT:
BADLY DAMAGED



SECONDS ARE :
LIGHTLY DAMAGED



SECONDS ARE NOT:
PERFECT/LIKE NEW

Paul Morrell 'Seconds' Program — The Paul Morrell 'Seconds' Program is where you can purchase off-rental stylish threads at a steal! This program gives you the chance to purchase lightly damaged garments that no longer meet our rental standards. But don't let that deter you - these items still have purpose life left in them and are good candidates for:

- Sizing & Tryons
- Mannequins
- Used Sales
- Costumes
- Marketing
- Stage Use

- Seconds merchandise generally comes from active and popular rental styles. The more popular the style, the more seconds items are generally available in it.
- Check inventory of Seconds merchandise on PM Online or contact Customer Service during normal business hours. Inventory may change frequently for seconds styles.
- PM is not able to select specific damages on any specific second's item(s), nor are we able to provide what & where damage is on items.
- **ALL SALES FOR SECONDS ITEMS ARE FINAL. NO EXCHANGES OR REFUNDS.**

SECONDS COATS - \$40 | SECONDS PANTS - \$20

FOR MORE INFORMATION ON THE PM 'SECONDS' MERCHANDISE PROGRAM, ALONG WITH STEP-BY-STEP INSTRUCTIONS FOR CHECKING INVENTORY & PLACING YOUR ORDER ON **PM ONLINE**, PLEASE VISIT:

PAULMORRELL.COM/PM-ACCOUNTS/SECONDS-PROGRAM/

SHIPPING POLICY

Policies that are new or updated for 2024 will appear highlighted in green. Policies with added emphasis are in red.

IX. SHIPPING POLICY HIGHLIGHTS

- 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 Freight' for more information.
- The minimum shipping charge for orders that don't meet the free shipping requirements is \$10.
- Paul Morrell does not pay Outbound or Return shipping costs for correction/exchange orders unless the error was ours.
- Returning Rentals - UPS 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, but may incur a charge. PM provided UPS RS Labels are not required for returning rental merchandise.
- RS labels may not be included with exchange orders unless requested.
- Opening an account with PM indicates you agree to the policies listed on these pages, online and in your account application.

X. SHIPPING FEES

- The UPS Collect-On-Delivery (COD) fee is \$19.00 per box in 2024. Paul Morrell does not pay the collection fee or other UPS charges related to COD shipments.
- Freight carriers charge additional service fees for Saturday Delivery and Early AM boxes. Carrier fees are charged to your account. The UPS Address Correction charge per box is \$21.00 in 2024. Additional fees due to incorrect addresses will be charged to your account.
- All local truck deliveries for orders that don't meet the free shipping requirements will be charged a \$10 delivery fee.
- Shipping charges due to incorrect addresses will be charged to your account.

XI. SHIPPING REFUNDS

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

XII. 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.

MANAGING LOST OR DELAYED BOXES AND THE FREIGHT WHEN:

- An order is delayed due to weather or an 'Act of God':
 - There is no freight credit — ever — under these circumstances.
- An order is lost by the freight carrier:
 - PM will refund all of the freight paid by the account.
- An order with Expedited Shipping is delayed by the freight carrier and is not used:
 - PM will request credit from the carrier, and we will refund your shipping charges.
- An order with Ground Shipping has been delayed by the shipping carrier:
 - There is no credit on Ground freight due to any length of delay. Ground freight transit times are not guaranteed.

In the above circumstances, if PM must duplicate the order, we will split the new freight charges with you. PM will pay for the duplicated items; the original invoice will not be credited.



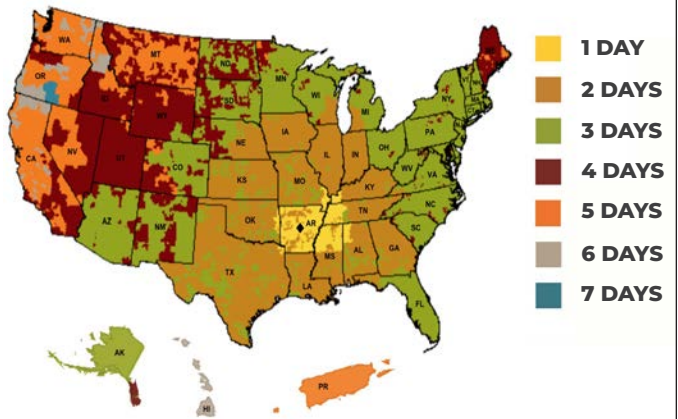
XIII. REQUIREMENTS FOR FREE OUTBOUND & RETURN FREIGHT:

- To qualify for Free Outbound & Return UPS Ground shipping, the following requirements must be met:
- Your business must be located in the continental US.
- Orders must not require delivery on Monday or Tuesday.
- Accounts that are 1, 2, or 3 transit days away from Little Rock, AR must order a minimum of \$200 in rental merchandise by Sunday before the week of use.
- Accounts that are 4, 5, or 6 transit days away from Little Rock, AR must order a minimum of \$200 in rental merchandise by Wednesday before the week of use.
- Orders placed after midnight on Wednesday, but by Sunday before the week of use will be charged freight if they cannot be consolidated into an existing UPS Ground shipment.

Requirements for Free Freight & Wednesday Delivery:

- Accounts must request Wednesday delivery. 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 they must also order a minimum of \$200 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, to decrease your freight cost responsibility. If that is not possible, the account will be responsible for the separate freight required for Wednesday

2024 UPS GROUND MAP TRANSIT DAYS FROM PAUL MORRELL



delivery. Wednesday delivery may not be available in Peak Season.

- Accounts that meet these requirements will receive Free Outbound Freight and UPS Return Service Labels. **As a courtesy, accounts that do not meet the \$200 minimum will receive a prepaid UPS RS Label which will be billed to them to expedite return shipping, unless otherwise requested.**

XIV. ADDITIONAL SHIPPING RESTRICTIONS & INFORMATION:

- **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.
- **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.
- **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.
- **3 UPS Pickup Attempts Labels:** 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.
- **International Orders:** International accounts are responsible for all outbound and return shipping costs.
- **Non-contiguous states:** States not in the lower 48, as well as territories, are responsible for all outbound and return shipping costs.
- **Shipping Cost Adjustments:** Paul Morrell reserves the right to adjust shipping charges in accordance with carrier fuel surcharges or increases.
- **Sale/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.
- **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.
- **Drop Shipments:** Drop shipments are charged all shipping costs, plus a \$6 fee per address per week. RS labels included
- **UPS Third Party Freight Billing:** Available by request.
- **Saturday Delivery:** UPS may not have Saturday delivery available in all areas.
- UPS may not offer Return Service Labels 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 2-1-24 and is subject to change at any time by UPS.)

XV. PM BENEFITS & SERVICES

Free Shipping — Free UPS Ground Outbound and Return Shipping is available for qualifying orders! See Shipping Policy on **Page 15** for details.

Paul Morrell Online — Save 5% on Every Rental and Sale Order you place through PM Online! Member benefits include the following:

- Order anytime and anywhere
- Real-time inventory
- View all future orders placed online or by phone
- Check style availability for future dates
- View your account statement
- Make payments and manage credit cards securely
- View delinquent orders & pieces
- Organize orders within Events

Third Party Billing — Third Party Billing is available. If you would like to have outgoing shipping charged to your UPS account, let us know.

MyTuxedoCatalog.com — Draw traffic to your store with a free listing on the premier online men's formal wear rental website - MyTuxedoCatalog.com.

Email Services — For accounts who supply their email address, we will send you the following email confirmations:

- **Order Confirmation:** Confirms all your orders within one hour of order placement.
- **Shipping Confirmation:** Daily confirmation providing tracking information for your rental orders.
- **Credit Card Charges:** Sent immediately confirming all charges to your credit card account, including date and amount of charge.
- **Delinquent Merchandise Summary:** Every week, we'll send you a convenient email to remind you of any delinquent merchandise, as well as notify you if you've been charged additional rentals (rebills) or replacement costs for late or non-returned merchandise.
- **Close-Out List:** We'll send you our updated list of close-out merchandise for sale as soon as it's available.



PAUL MORRELL

TUXEDOS & SUITS | RENTALS & SALES

WAREHOUSE & SHIPPING / 120 South Victory / Little Rock, AR 72201

MAILING ADDRESS / P.O. Box 34167 / Little Rock, AR 72203

PHONE / 800.643.8345 / 501.374.8256 (Local)

FAX / 501.374.7564

EMAIL / info@paulmorrell.com

CUSTOMER SERVICE

Monday - Friday: 9a - 5:30p CST / Saturday: 9a - 2p CST
or place orders 24/7 via PM Online! www.paulmorrellonline.com

PEAK SEASON HOURS

Monday - Friday, 9a - 6p CST / Saturday 9a - 2p CST
Monday April 1st through Friday May 24th, 2024

HOLIDAY SCHEDULE

We are closed New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
Please call for hours on Christmas Eve & New Year's Eve