New Account Set-Up:
A. Setting up a new account with Paul Morrell is simple. Just visit http://www.paulmorrell.com/resources/documents-downloads to fill out items #1 and #3 online, and mail or fax #2. Or download a PDF or printer friendly copy of all 3 to fill out and return to us by mail. We can fax or mail the New Application Forms, also.

Payment Terms:
A. All new accounts are shipped COD or Credit Card until credit is approved. The cost for merchandise shipped to you COD will not appear on your statement.
B. Accounts assigned to COD Cash status will need to obtain a cashier’s check or money order 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 COD or Credit Card until the account balance is current.
D. A Service Fee of $25.00 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 COD Cash or Credit Card immediately, unless we receive a call explaining the problem. We may add-on to collect past due balances.
E. PM accepts American Express, Discover, MasterCard, and Visa credit cards for payment on wholesale accounts.
F. Credit Card accounts will be shipped cash only (without notice) if the credit card is expired or disabled 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. All rental merchandise must be in transit to Paul Morrell by Wednesday following the week after use.
D. 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.

Accidental Damage, Intentional 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 or intentionally 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.

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 $2.00 per coat.
C. The account may temporarily move and replace buttons, or alter sleeve and trouser lengths by hand or blindstitch. No fabric may be removed or cut.
D. Alterations causing any permanent damage to fabric or construction will result in the account being charged to replace the item.

Cancellations and Credits:
A. Credit will not be issued after shipment has been made during the months of April thru September. During all other months cancellations will be accepted if received before noon on the Wednesday before the week of use.
B. If the outfit is cancelled after shipment the account will be charged a processing fee of 50% plus freight, and credit for the balance will be issued when the unit is returned promptly, clean and unused.
C. No credit is issued on unused “accessory only” or orders not including a coat, after shipment.
D. 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.
E. New and Used sale items returned to PM will be charged a restocking fee of 28% and must be returned within 10 working days of the invoice date.
F. 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. Prom 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 prom season will be billed at the following prices:

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>Pocket Square</td>
<td>$10 / Tie</td>
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Should the customer desire to purchase any of these items after Prom Season, contact us for our regular sale prices. Try-On and Fashion Show merchandise is billed at full wholesale rental prices during prom season.
B. Accessory changes during April-June that are made after the order has been printed or shipped are an additional charge, not a correction.
C. Peak Season (April thru September) – Units ordered for early in-store days of Monday, Tuesday or Wednesday will be charged 1½ rentals plus shipping costs.

Marketing Information:
A. Fashion Shows - Orders for fashion shows are billed at 50% for up to three outfits during all months but 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, including a new tuxedo, mannequin, size run for try on purposes, and additional materials are available at a subsidized cost. Visit PaulMorrell.com 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.

Customer Service Information:
A. Our normal business hours are Monday-Friday 9:00 a.m. to 6:30 p.m. and Saturday 9:00 a.m. to 4:00 p.m. Central Standard Time.
B. You can order online anytime at www.PaulMorrellOnline.com. Set-up is required by calling PM Customer Service for a user id and password.
C. Phone orders may be recorded for order verification purposes.
Shipping Policy Highlights:
- Paul Morrell pays shipping charges on Outbound and Return (Inbound) freight for orders that meet certain requirements.
- See the Shipping Costs Section below for further information.
- Our minimum shipping charge, for orders under $100.00, is $9.50.
- Drop Shipments are charged all shipping costs, plus a $6.00 fee per address per week.
- PM pays shipping costs for corrections due to our error. You pay the shipping costs due to yours.
- Sale orders are always charged all shipping costs.

Shipping Fees:
A. PM does not pay the collect fee or other charges related to COD shipments.
B. Freight carriers charge service fees in addition to shipping costs for Saturday Delivery and Early AM boxes.
C. All local PM truck deliveries for shipments of less than $100.00 will be charged a $10.00 delivery fee.
D. All carrier COD fees, Saturday Delivery and Early A.M. fees are charged to the 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 3 UPS Pickup Attempts (Call Tags) cannot be credited.
C. Cancellation requests for Call Tags must be made by Friday at 2 P.M. the week before use.
D. Unused RS Labels which were billed to you must be returned to the PM Shipping Manager for credit.
E. Shipping charges for shipments delayed due to nature or natural disasters will not be credited.
F. Return costs on refused boxes will be charged to your account unless due to service failure.

Dimensional Weight:
A. 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 and dividing by 166. Please pack return boxes with no bulging sides to avoid increased cost. *2012 UPS Rate and Service Guide.

Shipping Costs for Outbound and Return (Inbound) Shipments:
A. Accounts in Transit Days 1, 2, and 3 from Little Rock ordering $100.00 in rental merchandise by midnight Saturday before the week of use will receive free outbound and free return shipping via UPS Ground Service. UPS Return Service Labels will be provided with each shipment meeting these requirements. As a courtesy, accounts not meeting the $100.00 minimum will receive a prepaid UPS RS Label which will be billed to their account in order to expedite return shipping, unless requested otherwise. Late returns are costly. Please review item #4 below very carefully.
B. Accounts in Transit Days 4, 5, and 6 from Little Rock ordering $100.00 in rental merchandise by midnight Wednesday before the week of use will receive free outbound and free return shipping via UPS Ground Service on those orders. Outbound shipping costs for orders placed AFTER midnight Wednesday, but by the Saturday before the week of use, will be charged to the account if they cannot be consolidated into a UPS Ground Shipment. The account will still receive FREE return shipping by UPS Return Service Label if the Wednesday $100.00 minimum was met. As a courtesy, accounts not meeting the $100.00 minimum will receive a prepaid UPS RS Label which will be billed to their account in order to expedite return shipping, unless requested otherwise. Late returns are costly. Please review item #4 below very carefully.

Additional Restrictions & Information:
1. Early In Store Delivery: Orders meeting the time and dollar requirements for free shipping and requesting early delivery (in store Monday, Tuesday, or Wednesday) which requires a shipping method other than UPS Ground Service will have the outbound shipping charges billed to the account.
2. Week of Use Orders: Orders placed during the week of use (Late Orders) are always shipped to and from our accounts at their expense. 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. 3 UPS Pickup Attempts (Call Tags): If you prefer a *3 UPS Pickup Attempts (Call Tag) rather than an **UPS RS Label there will be a fee of $10.00 per box charged to your account.
4. Late Returns: All shipping charges for return shipments Not in Transit (as determined by UPS) to Paul Morrell by midnight Wednesday following use are the responsibility of the account. If a Paul Morrell issued UPS RS Label or UPS “Call Tag” is used after midnight Wednesday, the shipping charges will be placed on the account.
5. International Orders: International accounts are responsible for all outbound and return shipping costs.
6. Shipping Cost Adjustments: Paul Morrell reserves the right to adjust shipping charges in accordance with carrier Fuel Surcharges or Increases.
7. Non-Rental Orders: Sale orders are not included in the above rental merchandise Shipping Policy.
8. Transit Days: www.paulmorrell.com/pm-accounts/shipping-information/
9. Drop Shipments: Drop Shipments are not eligible for free shipping outbound or inbound.
10. Third Party Billing: Shipping discounts are not available for accounts using UPS third party billing.

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