



Retailer FAQ/Terms and Conditions

How to Reach Us

Kerrits & EQL customer service specialists can be reached **Monday – Friday 7:30am -4pm PST**

Phone: 800.274.7946 within the US | 509.493.4187 dial 3 outside the US

Email: orders@kerrits.com

Orders: orders@kerrits.com

Mail + Payments: PO Box 345, Bingen WA 98605

Physical Address: 154 E Bingen Point Way, Suite C. Bingen WA, 98605

24 Kerrits Guarantee (Kerrits and EQL By Kerrits)

We're proud of the products we make and back them unconditionally for one year from the date of purchase. If for any reason you're not completely satisfied, simply return it to the original place of purchase.

Seasonal Booking Orders

Booking orders must be ordered on a preseason basis to secure product availability. Booking orders must ship within the below time periods to ensure product delivery. Products cannot be held beyond these dates:

- Kerrits Spring January 1st thru April 30th
- Kerrits Fall August 1st thru October 31st
- EQL by Kerrits Spring February 15th thru April 30th
- EQL by Kerrits Fall September 1st thru October 31th

Booking Order Incentives

Retailers are eligible to receive incentives if orders reach a defined dollar threshold and are received by the booking deadline. Each season retailers are provided the booking incentive guidelines with each catalog mailing. Kerrits reserves the right to revoke incentives for accounts in poor credit standing.

Incentives are specific to each season and are subject to change without notice.

Employee Purchase Program

This program offers 60% off MSRP to employees. We have a special order form for these orders. These will be billed and shipped directly to the employee and must be prepaid with a credit card.

Terms and Conditions

Open Credit Terms

Net 30-Day terms may be granted upon approval of a signed application. Late payments are subject to maximum legal finance charges plus collection and legal fees to collect past due balances. Kerrits reserves the right to revoke credit terms at any time.

Retailer terms are based on information available by exchange of information with other vendors, credit management professionals, trade associations, credit reporting services etc. Kerrits Credit Department reserves the right to require financial statements and/or personal guarantees when appropriate.

Credit Cards

We accept all major credit cards. Orders with credit card terms are authorized on the Start Ship Date for the amount available to ship, plus estimated shipping charges. Once packed and shipped, the invoice value, including actual shipping charges will be captured. Orders with credit card terms are never shipped prior to the Start Ship Date unless approved by an account.

International Payment Options

All orders shipping outside the United States require prepayment either thru a credit card, wire transfer or other bank transfer method. Exceptions to this may be approved by upper management.

Return Merchandise

All returned merchandise requires a Return Authorization Number (RA#) issued by our Customer Service Department. Please call 800.274.7946 or emails orders@kerrits.com. Non-defect returns are subject to a 20% restocking fee.

Shortages

Claims for shortages, shipping errors, or damages must be reported to Kerrits Customer Service Team within 14 days of arrival of shipment. We reserve the right to deny claims made after this time.

Distribution

Kerrits & EQL sells through a network of selected approved retailers. To obtain retailer approval, submission of a Kerrits Retailer Application and financial information is required. No retailer shall have the right to resell merchandise to other retailers.

Processes

- Booking orders can be altered up to 30 days prior to shipment. All booking orders will be emailed to the account when submitted and entered. Start ship dates will be firm unless the account notifies us of a change of ship date.
- At once orders cannot be altered once they are sent to picking/packing.
- Credit Card customers – estimated freight charges along with cost of goods will be authorized when an order is sent to be picked. Exact charges will update at the time of shipment

- Orders from any of our contract warehouse partners will be invoiced when sent to be picked, tracking will be added to the invoice once the order ships and emailed to the account.

Shipping

We provide UPS Ground Shipping on all orders unless otherwise requested by the retailer. 2-day and 3-day services as well as US Priority mail service and Fed-EX are available.

Most orders are available to ship in 1-2 business days unless otherwise noted. Currently we ship from two warehouses, Bingen WA and Hebron, KY.

Included in each shipment is a pick ticket. If items are backordered they will not be listed on the pick ticket.

Drop Shipping

On occasion we can offer drop shipping. It is possible drop ships will ship from two different warehouses based on the product.

Resources

We have extensive resources available in our Retailer Portal. These include but are not limited to:

- Order Forms
- Catalogs
- Photography
 - Laydown Images
 - Lifestyle Images
 - Studio Images
- Marketing Materials and Promotional Assets
- Product Data Sheets
- Size Charts
- Social Media Assets
- In Store Signage
- Logos and Guidelines

MAP Policy

All Kerrits & EQL products have a published Minimum Advertised Price which is listed on the current season order form. The MAP policy is also published at the start of each calendar year and is listed on each brand's retail portal. This MAP policy applies to all retail partners and retailers of Kerrits products. By selling Kerrits products, you agree to abide by the terms of this Policy.

Kerrits Sales Team Emails

We aim to send weekly emails to Retail Partners these emails include but are not limited to Product of the Month (POM), special programs, product features, trade show information, merchandising

information etc. Please email orders@kerrits.com to ensure you are added to this weekly distribution list.

Kerrits Retailer Support Group on Facebook

We have a private group on facebook where we post Kerrits information and Kerrits Retailers can interact. **To be included in this group please email mary@kerrits.com**

In Store POP

We have tabletop holders and slat wall sign holders for both Kerris and EQL By Kerrits. We also have Kerrits footwear shelves. Certain orders will be eligible for free POP items otherwise they are always available for purchase. Please email orders@kerrits.com for more information.