



Ordering OnHand from Douglas Stewart

	Douglas Stewart	OnHand Direct
Online Ordering	Yes, check out at dstewart.com.	No, call, email, or fax your order.
Minimum Order	\$8.95 handling fee on orders less than \$100.	NA
Pricing	Lower, 5 to 10 cents less per unit.	OnHand Wholesale Pricing, rounded up to even dollars.
Price Protection	60 day look back & 30 days to return after a SKU is discontinued.	60 day look back & 30 days to return after a SKU is discontinued.
Ships From	Douglas Stewart Madison, Wisconsin	OnHand Oakland, California
Shipping Fee	Orders over \$500 ship for free, all other orders are charged a \$9.95 processing fee (\$6.95 for online orders). *shipped for free within continental US*	Expect a \$18-\$40 shipping fee depending on ship to location and distance from California.
Backorders	Ship separate & free of charge, unless backorder value is under \$25, or open for longer than 60 days, then backorders are cancelled.	Ships separate & free of charge as soon as product is back in stock.
Charging Station	Free with purchase of pack and ships for free.	Free with purchase of pack.

OnHand Exchange Policy processed via Douglas Stewart:

Customers may stock balance slower moving items from their OnHand Charging Station provided an offsetting PO is submitted at the same time as the return request. If no offsetting PO is received at the time of the return request the Douglas Stewart Company standard return terms and conditions apply.

The reseller will receive credit for each returned item, either the current sales price of the SKU or the price the reseller originally purchased at, whichever is lower. The total value of the return must be offset with a new purchase order of equal or greater value.

What OnHand products can customers return to Douglas Stewart?

All Douglas Stewart Customers Can Return

- Any defective OnHand merchandise can be returned for a credit.
- Any discontinued product can be returned for 30 days after discontinuation of that SKU.
- 10% of purchases (from the last 180 days) can be returned as overstock.

Charging Station Customers Can Return

- As a part of OnHand's Open Exchange Policy customers with a Charging Station may send back any slower moving items from their OnHand Charging Station provided an offsetting PO is submitted at the same time as the return request.

How does a customer process a Return Authorization with Douglas Stewart?

1. Contact Douglas Stewart Customer Service at 1- 800-279-2795, or at custserv@dstewart.com
2. Request a RA# and provide the following information:
 - DSC Account #, Account Name
 - Address, Email, Phone #, Contact Name
 - SKU, QTY, Reason for Return
3. Include RA # on the outside of return shipment and ship returned product back to Douglas Stewart warehouse. **SHIP TO: Douglas Stewart, 2402 Advance Road, Madison, WI 53718**