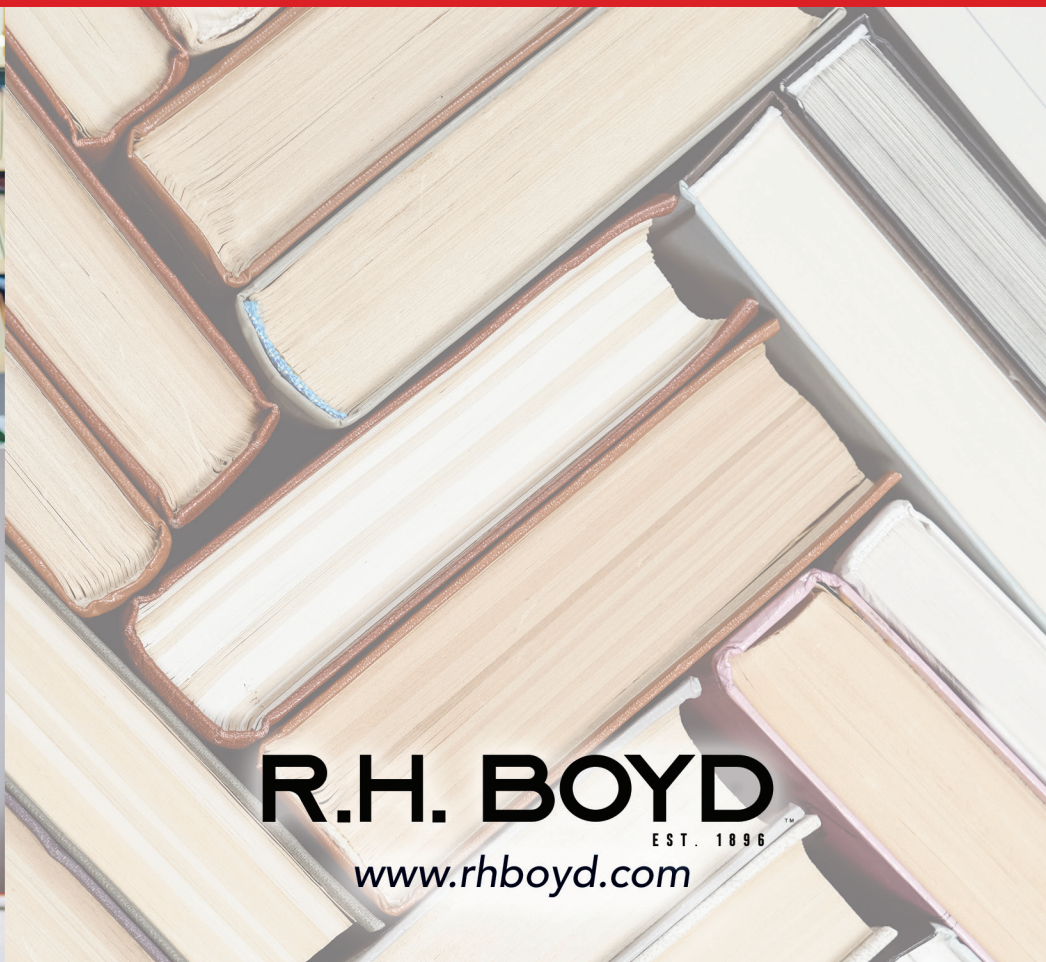




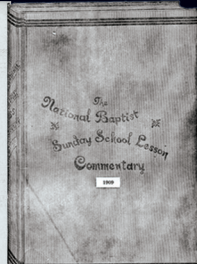
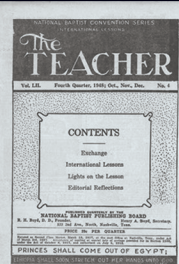
**BOOKSTORE/DISTRIBUTOR** *Policy Manual*



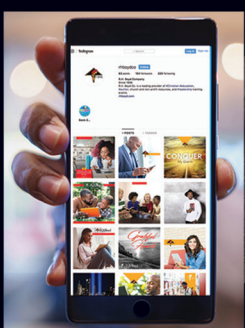
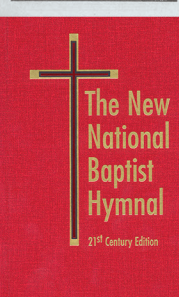
**R.H. BOYD**

EST. 1896

[www.rhboyd.com](http://www.rhboyd.com)



# Tell your Story



DR. H. A. BOYD  
1922-1959

DR. T. B. BOYD JR.  
1959-1979

DR. R. H. BOYD  
1896-1922

LADONNA BOYD  
2017-present

DR. T. B. BOYD III  
1979-2017

## R.H. Boyd *History*

R.H. Boyd Publishing Corporation has a longstanding tradition of producing, publishing, and distributing biblically sound and culturally relevant Christian education resources, materials, and church supplies for more than 124 years. Since its inception in 1896, R.H. Boyd has taken great pride in meeting the needs of all Christians, with a targeted focus on the needs of the African-American community. The company works with many churches, pastors, bookstores, distributors, seminaries, authors, and conference attendees that trust R.H. Boyd with their church, business, non-profit, and personal faith needs.

In the words of the fifth generation CEO, LaDonna Boyd, "The importance of the Black voice and narrative is unquantifiable, as this nation was built on the strength and perseverance of our ancestors. We have to tell our stories and write our dreams. As a publishing company, we are storytellers. We have the ability to shape the minds and experiences of the masses. As a Christian company, we have the significant responsibility and opportunity to draw people into the Kingdom through the written Word."

# BOOKSTORE/DISTRIBUTOR *Policy Manual*

## Ordering

### **Wholesale orders may be placed in the following ways:**

- **By Phone:** We are able to take orders 24 hours a day by calling 1-877-4RHBOYD (474-2693).
- **By Fax:** 1-800-615-1815
- **By Email:** bookstore@rhboyd.com
- **By mail:** Send your completed order form to:

**R.H. Boyd Publishing Corporation  
P.O. Box 91145  
Nashville, TN 37209-9145**

Please ensure that the following information is included in your order:

- Company name, billing address, account number, purchase order number (if applicable), and business phone number.
- Shipping instructions and shipping address (if different from billing address).
- RHB item number, complete title, and quantity of each product ordered.

All backordered items will be charged shipping at the time the order is initiated. Money orders and checks should be made payable to R.H. Boyd Publishing Corporation. No COD orders.

### **Order Inquiries:**

Contact customer service for any inquiries. Please have any of the following information available when you call:

- Account number
- Invoice number
- Purchase order number
- Order number

## Billing

### **Charge Accounts:**

Email bookstore@rhboyd.com to request a line-of-credit application and to submit completed applications.

### **Terms of Payment:**

Billing is on a thirty-day cycle and statements are mailed each month. All orders must be paid in full within thirty days of the billing date. All past due accounts are subject to late fees. Delinquent accounts are subject to suspension.

## Standing Orders

Automatic standing orders are set up to receive a pre-determined quantity of curriculum and other items on a quarterly basis. These orders will be automatically placed and shipped for your convenience.

To process standing orders, R.H. Boyd Publishing Corporation must have an approved credit application and your account must be in good standing.

## Pricing

All prices are subject to change. Unless stated otherwise, only the prices shown in the most recent R.H. Boyd catalogs, website, and current order forms will be honored. We request that our retailers use the recommended Manufacturer's Suggested Retail Price (MSRP) to maximize R.H. Boyd discount privileges.

### **Trade Discount:**

We offer trade discounts to authorized bookstores/distributors. Bookstore/distributors will receive discounts on all R.H. Boyd published products denoted by \*(mg) once we have received the required information.

A bookstore is a business that is registered as a retail store for the resale of books and published products. A bookstore must have:

- Retail License or Certificate with bookstore name
- Regular daily store hours and be open to the public

A distributor is an entity that buys product lines, warehouses them, and resells them to retailers or direct to the end users or customers:

- Retail License or Certificate with company name
- No storefront

\* The following discount programs are available to bookstore and distributor customers only for R.H. Boyd manufactured products (mg).

### **New Customer Program:**

All new bookstore customers will receive the introductory discount rate of 30%.

All new distributor customers will receive the introductory discount rate of 35%.

#### Annual Bookstore Tier Discount Program:

- Up to \$749 = 20%
- \$750 – \$5,000 = 30%
- \$5,001 – \$20,000 = 40%
- \$20,001 – and up = 45%

#### Annual Distributor Tier Discount Program:

- \$5,000 – \$50,000 = 40%
- \$50,001 – \$150,000 = 45%
- \$150,001 – \$250,000 = 50%
- \$250,001 – and up = 55%

The Annual Tier Discount can be earned each year beginning in January of the previous year. When a bookstore/distributor reaches each threshold the new discount will be applied.

## Shipping

R.H. Boyd Publishing Corporation will select the most efficient method of shipping. When specifying a certain courier or mode of shipment your instructions will be followed as closely as possible. To ensure speedy delivery all orders are shipped express delivery through UPS and other select carriers. If express delivery is requested please contact customer service to get an applicable shipping rate.

#### Orders Weighing Less Than 200 lbs

- Orders are shipped by UPS or USPS

#### Orders That Meet or Exceed 201 lbs

- Orders are shipped by UPS or freight

## Shipments

- All collect shipments are subject to an R.H. Boyd 3% handling charge. This charge will vary depending on the size of the order.
- Customers must provide their own account number with their desired carrier in order for R.H. Boyd to ship collect.
- Merchandise is shipped FOB (freight on board) from the point of origin. The bookstore/distributor assumes title for all purchases from the point of shipment and assumes subsequent responsibility while in transit.
- Upon delivery the bookstores will pay all collect charges from the carrier. An additional 25% charge will be added if the bookstore/distributor does not pay upon receipt.

## Drop Ship Orders

- All drop ship orders will be charged a 1% handling fee more than the normal charge.
- All drop ship orders should be identified with order initiation and provide a physical street address.
- All orders will be shipped by a tracking system carrier.
- Customers must contact bookstores/distributors regarding discrepancies related to drop ship orders.

## Order Pick Up

- Orders can be picked up at the R.H. Boyd warehouse at Dock 1.
- Loading fees are as follows:

<b>1-50 lbs</b>	<b>\$20.00</b>
<b>51-200 lbs</b>	<b>\$50.00</b>
<b>201 lbs+</b>	<b>\$100.00</b>

## Shipping for Backorders

Temporarily out-of-stock items can be backordered. Shipping and handling costs for backordered items will be charged at the time the order is placed in accordance with the original shipping instructions.

If the original order was shipped by freight collect, small back orders will be shipped express at the current rate.

## International

- All shipping fees and costs are to be paid by the customer in advance. Such payments include but are not limited to shipping and handling fees, service fees, customs, and all added fees per international regulations. R.H. Boyd will not be held liable for any damaged or unsellable products that have been shipped out of the country.
- All packages must be insured at customer's expense.
- All sales are final on international orders.

# Returns & Adjustments

We encourage all customers to check their entire shipment within 48 hours. Order discrepancies or damage should be reported to customer service immediately.

If an ordering error occurs please contact R.H. Boyd immediately by calling or writing customer service:

- Call: 1-877-4RHBOYD (474-2693)
- Fax: 1-800-615-1815
- Email: bookstore@rhboyd.com
- Write:

**R.H. Boyd Publishing Corporation**  
**P.O. Box 91145**  
**Nashville, TN 37209-9145**

## Return Policy

There will be a 20% restocking fee on all returns. Requests for returns must be made within 14 business days of receiving the shipment by calling 1-877-4RHBOYD and requesting a return merchandise authorization (RMA) number. All items must be in sellable condition and received within 14 days from RMA issue date. Once return is received, a refund will be issued for merchandise cost only within 5 business days.

- Sunday School Quarterly Curriculum must be returned before its second month of use has begun. See below for reference.  
1<sup>st</sup> Qtr.—February 1 • 2<sup>nd</sup> Qtr.—May 1 • 3<sup>rd</sup> Qtr.—August 1 • 4<sup>th</sup> Qtr.—November 1
- Vacation Bible School must be returned by May 1<sup>st</sup> of the current year of use for applicable refund.
- Annually dated products, such as the *Mission Guides*, should be in sellable condition for resale and must be returned before February 1 of the current year of use.
- *Boyd's Commentary* should be in sellable condition for resale and must be returned before October 1 of the current year of use.

## Orders Authorized for Return Must Meet the Following Guidelines:

- All returned products must be in sellable condition and currently offered in the catalog. Products must be unmarked, not damaged, and have no bookstore/distributor stickers or markers.
- Bookstores and distributors are responsible for all return shipment charges unless R.H. Boyd was at fault in shipment.
- Provide copy of original invoice along with a RMA#.

## Discontinued and Outdated Items Cannot be Returned for Credit.

### Damaged and Defective Products

If products are damaged during the shipping process and R.H. Boyd shipped the products using the customer's UPS Collect account, the customer must file a claim to recover the costs of damaged products. If products are damaged during the shipping process and R.H. Boyd shipped to the customer using their own UPS account, R.H. Boyd will file the claim on behalf of the customer to recover the costs of damaged products. R.H. Boyd does not file claims through the United States Postal Service (USPS) and is not responsible for lost or damaged products sent via USPS.

Request for returns of damaged products must be made within five days of receiving the order. When proper evidence of damaged products has been received, no restocking fee will apply.

Defective products will be replaced based on availability. These replacements will be shipped within five days after receiving the defective items at the R.H. Boyd facility.

**RMA numbers are required for any return items in order to receive credit. Without this information no credit will be issued.**

