



PURNELL TERMS AND CONDITIONS

New Accounts and Credit Applications

To request a new wholesale account, please submit a Wholesale Account Application through the homepage of our Shopify B2B website at www.purnellb2b.myshopify.com. New account orders are subject to credit approval. For any accounting questions, please contact Dagny Dehlsen at ddehlsen@purnellgear.com

Past Due Accounts

Pre-season discounts cannot be applied to late payments. Purnell will not ship merchandise to accounts that have past due invoices. A monthly finance charge of 1.5% will be charged to overdue balances until they are current. Accounts that neglect to send payment in a timely manner may ultimately be sent to collections. Purnell has the right to cancel any orders that are being held for accounts with past-due payment status. Those accounts will be notified in advance if their order is at risk of being canceled.

Warranty Policy

We will repair or replace a product at our sole discretion if the product is found to be defective under normal use and proper care. Warranty is valid against defects in material or workmanship for 6 months from the season delivery date. If an identical replacement is no longer available, credit will be applied to your account only after providing proof of the defective product. The wholesale warranty program does not cover defects due to improper fit, damage from normal wear and tear, accidents, abuse or the normal breakdown of colors and materials. Any alterations to the product will also void warranty.

Return Requests/RMAs/RMA Requirements

A Return Merchandise Authorization (RMA) must accompany all returns and exchanges. To obtain an RMA, email customerservice@purnellgear.com with photos of the style. Provide the style number, size, quantity, and reason for return. Describe any defective issues if applicable. Unless defective, items being returned must be in original, saleable condition (must not have been worn, soiled, or laundered and be free of tobacco smoke). They must be returned buttoned, snapped, or zipped, and folded neatly when packed in cartons. Store-applied labels and markings must be removed from hangtags. Items shipped that do not meet the above criteria, requiring extra care upon receipt, may be subject to a 10% processing fee that will be deducted from the credit memo.

Please note: all RMAs expire within 30 days of being issued. Any returns received after the RMA expiry date, including defective items, will be credited at 50% of their original wholesale price.

Credit Memos

A credit memo will be issued to your account after your items have been received (or photos have been received) and your RMA has been processed. Please allow up to 14 business days for this process. The credit memo will be emailed to your accounting office/contact. Credit memos are applied first against any outstanding balances with any remainder being left on account for future orders.

Order Cancellations

Requests for pre-season order cancellations must be submitted at least 30 days before planned start ship date. Failure to do so may result in chargeback fees. Purnell has the right to cancel any orders that are being held for accounts with past-due payment status. Those accounts will be notified in advance if their order is at risk of being canceled.