



Pet ID Tags — Drop Ship
Terms and Conditions

Business Owner's Name _____

Contact Name _____

Company _____

Address _____

City, State, Zip _____

Resell Certificate Number _____

Tax ID _____

Phone number _____

Email _____

URL _____

Date _____

*Drop Ship Agreement between the above referenced Company, hereinafter "Vendor" and Hattie Rex, LLC, hereinafter "Supplier" whose address is 18 S. Willson Ave., Bozeman, Montana USA, 59715
By selling Hattie Rex Pet ID Tags, Vendor agrees to these Terms and Conditions.*

Orders:

1. A valid State Sales Tax ID and company information must be provided before Vendor's first purchase. Supplier will create an account for Vendor on hattierex.com.
2. Orders are placed online at hattierex.com. Vendor must be logged in to receive discount pricing. Orders placed via email will incur a \$5 handling fee. Phone orders are not accepted.
3. Orders are processed, created, and shipped within 5 business days.
4. Vendor is responsible for all shipping and handling charges on all shipments, including refusals and returns.
5. Supplier ships orders to U.S. addresses, including U.S. Virgin Islands and Puerto Rico. Shipments to international destinations will incur an additional charge. Supplier will use the most cost effective shipping method.
6. A shipping and handling charge of \$4.25 per item (package) will be added to each order. Each shipment location is considered a separate order.



Sales Drop Ship Agreement

7. Orders are shipped via USPS First Class Mail with delivery confirmation. USPS Priority Mail shipping is available upon request at the upgraded cost. Shipping fees are non-refundable.

Nature of Handmade Products: All of our products are handmade and every letter and number is stamped individually. Due to the nature of our production method, each product may vary slightly.

Backorders: We strive to ship complete, but on rare occasions we sometimes run out of certain supplies needed to create the order. If this is the case we will contact you to give you the option to change your order or wait for the item to restock. All backorders will be noted on your invoice and will be shipped out as soon as possible. Hattie Rex pays for any shipping charges on backorders. We will not cancel backorders unless requested.

Refused Orders: We do not accept returns on custom products. Refused shipments will not be credited.

Returns/Exchanges: We strive for 100% customer satisfaction on every order. If there is a problem with an order, please contact us within three days of the customer's receipt of the item. We are not able to provide refunds on custom orders. If the piece features an error on our part (misspelling, wrong date or number, etc.), we will fix it immediately as well as refund the return shipping fees. We are not able to provide refunds if the mistake was not ours.

Please pack products in a well-padded envelope or package and ship via UPS, USPS or Fedex. Shipping insurance is not required but it is recommended. All shipping, tracking and insurance charges for returns and exchanges are the Vendor's responsibility and cannot be refunded, unless the return or exchange was due to a mistake on our part.

Supplier is not responsible for loss or damages incurred from shipping of returned products. Claims must be completed by appropriate parties.

Repairs: Hattie Rex products tags are designed and handcrafted to be durable and last for years to come. If a product is defective, please notify us immediately so we may repair or replace it. If a product breaks, we will repair or replace it up to one year from purchase. If the product is lost, we are unable to replace it. Customer repairs requested more than one year from the date of purchase will be charged for actual materials and labor. Charging the customer is at your discretion.

Changes to orders: In an effort to minimize turnaround time, no changes are allowed after the order has been placed. Vendor reserves the right to hold orders for a period of time (vendor's discretion) to allow customers to submit changes to orders. However, once the order is placed on hattierex.com it can not be changed. Orders cannot be cancelled once they have been shipped.



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Payment: Supplier gladly accepts Visa, MasterCard, Amex, and Discover. Sample orders (if applicable) must be pre-paid via credit card. *A credit card must be on file before orders are processed.* Supplier uses Stripe to securely store payment information. The billing period closes at the end of each month. Billing occurs during the first week of the following month at which time an itemized invoice will be provided and the card on file will be charged, unless other arrangements have been made. In the event that the account becomes non-collectable, late fees may be assessed. Accounts past 45 days will be referred to collections. All returned checks will be charged \$50 and subsequent orders must be prepaid by a credit card or check.

Rush orders: There is a \$10 fee for rush orders. This fee moves the order to the top of the queue. Expedited shipping will incur an additional fee.

CONFIDENTIAL INFORMATION

During the course of business between Vendor and Supplier, Supplier may provide Vendor with confidential information related to Supplier's business. Such confidential information may include inventory levels, product features and pricing and anticipated new products, Supplier sales practices and programs. Vendor agrees that the confidential information will be used solely for the purpose of conducting business with Supplier. Vendor must not disclose or distribute any confidential information to any competitor of Supplier or to any other third party without the express written consent of the Supplier. All images of all products supplied by Supplier, including images on Supplier's web site and its dropbox, are the exclusive property of Hattie Rex, LLC. Vendor may use these images only in connection with the sale of Supplier's products and only in compliance with any policies or terms stated by the Supplier. No other use or distribution is permitted, and Vendor may not use Supplier's images in connection with the sale of products from any person or entity other than the Supplier. The Supplier retains the right to terminate Vendor's permission to use these images at any time and for any reason. Prices and product availability are subject to change without notice. The Supplier cannot be responsible for typographical errors on the website. By placing an order, the Vendor accepts all Supplier's terms and policies set forth in this Sales Drop-Ship Agreement.

The Supplier reserves the right to modify any of the terms of this Sales Drop Ship Agreement with notice to the customer.