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**Minimums:** The minimum opening order is \$250 with a minimum quantity of 2 per item. Reorder minimum is \$100 with a minimum quantity of 2 per item.

**Orders:** You may place your order by email (info@hattierex.com), online, or by appointment with a Hattie Rex representative. To order online, we are happy to create a wholesale login for you on our website, HattieRex.com, which will allow you to view wholesale prices and order online.

**Payment:** We gladly accept Visa, MasterCard, Amex, Paypal and company check by approval. First orders must be pre-paid via credit card or check. All subsequent orders will be billed at the time of ship, *a credit card is required at the time the order is placed.*

**Credit terms for current clients:** Buyers that have placed and received four or more orders may apply for net 30 terms. Net 30 accounts must be backed with a credit card guarantee of payment. The amount due will be charged to your credit card if payment is not received in a timely manner. 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.

**Display:** Orders over \$500 are eligible for a free display board upon request.

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

**Exclusivity & Proximity:** Approval is needed before becoming a Hattie Rex retailer. This allows us to determine the proximity of your store to other retailers in the area. Proximity and exclusivity will be evaluated case by case and a number of factors will be considered. If you have questions please contact info@hattierex.com

**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.

**Changes to orders:** Any changes or cancellation to orders must be emailed to info@hattierex.com or by phone within 3 days of placing your order. No cancellations to rush orders. Orders cannot be cancelled once they have been shipped.



**Delivery & Shipping:** We ship via USPS first class mail with delivery confirmation. Priority mail upgrades are available upon request. Insurance is not included but may be requested. International orders are subject to custom restrictions/shipping requirements and buyer is responsible for all duties and import taxes/fees. Shipping fees may change as postal costs increase. 14 days advance notification will be given when shipping fees change.

**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.

**Damages/Short/Lost Goods:** When you receive your order, please check the invoice for accuracy. If there is a damaged product or you did not receive the correct quantity, please contact us within three days so we may resolve the issue at no charge to you.

**Returns/Exchanges:** If there is a problem with an order, please contact us within three days of receipt of the item. We strive for 100% customer satisfaction on every order. 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 retailer's responsibility and cannot be refunded, unless the return or exchange was due to a mistake on our part.

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

**Repairs:** Hattie Rex products 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.

By becoming a wholesale retailer of Hattie Rex, you are agreeing to these terms and conditions. Questions or concerns, please feel free to email us at [info@hattierex.com](mailto:info@hattierex.com).