

HOW TO ORDER

1. Assign all your orders a **unique PO#**.
2. Always specify a ship date and write an event date on your order. If no date is specified, we will ship within **3-5 days** of receipt. **Please remember, without authorized RUSH CHARGES, we require a minimum of 3 days turn around.**
3. Identify the shipping address clearly. **No Post Office Boxes please!**
We will gladly drop ship to your customer in your name.
4. **Fax your order to (303) 449-8644** or mail your order to:
Royal Crest Promotions, Attn: Orders, 16163 W 45th Drive Unit E Golden, CO 80403
5. If e-mailing addresses in excel spreadsheet format: ALL ADDRESSES FOR EACH PURCHASE ORDER MUST BE RECEIVED at the **SAME TIME**. IF YOUR CLIENT ADDS TO THEIR ORDER AT A LATER DATE E-MAIL AND FAX A HARD COPY. DISTRIBUTORS ARE RESPONSIBLE FOR VERIFYING THE CLIENT HAS GIVEN YOU CORRECT ADDRESS. REFERENCE PO# on all lists.
6. Is this your **First time ordering?** **PLEASE READ PAYMENT TERMS.**
 - Telephone orders will not be accepted!
Orders will not be acknowledged unless requested in writing.
 - **TURN AROUND TIME**

Once an order is accepted as complete (all credit issues are resolved and the information is clear and accurate) the in-house turn-around time is **3-5 business days not including the day the Purchase order is received**. If order is not considered complete it will be placed on hold until complete.

SHIPPING

Unless otherwise specified, we ship FedEx Ground for single packages and LTL carriers for large orders. All shipping charges are FOB Golden, CO.

SPECIAL EVENTS: Please specifically ask your client if they have an EVENT date and write it on the order!

- 3 days RCP turnaround time + FedEx ground transit time + 3 days to be sure it is lost (not late) + FedEx ground transit time to reship + 1 day (to get it there a day early) = # of business day to count **backward** from the event.

We will not be financially responsible for re-shipping a lost or late stocking at a quicker service level than specified on the original order. Thus the **best** ship date is one that gets it to the client in enough advance time that would allow for a loss and reshipment via FedEx ground.

➤ SHIPPING DAMAGES

When your customer receives the shipment via TRUCK or FedEx make sure all packages are there and check for damages. Once you sign for the package(s) it is your responsibility. We will not be responsible or replace any damaged packages unless you signed for them as damaged.

HIGH SEASON SHIPPING: In December, when only overnight shipments are guaranteed we will use FEDEX for guaranteed air service.

POST OFFICE SHIPMENTS: Royal Crest will **NOT** trace or be responsible for lost packages shipped via US MAIL. A **\$12.50** handling fee for the first carton, and **\$3.50** for each additional carton is charged to deliver the cartons to the post office.

OVERSEAS POST OFFICE SHIPMENTS : Due to size restrictions, the 8ft stocking may not be able to go to specific international destinations. Please call to inquire.

We DO NOT recommend shipping via USPS during high season (December) to overseas addresses – including Puerto Rico – as delivery dates can't be guaranteed.

COD SHIPMENTS: We do not accept orders for COD shipments.

THIRD PARTY BILLING: We do not ship via third party account numbers.

TRACKING YOUR PACKAGE

When requested, RCP will fax you the Tracking Steps to track your package(s)

1. Go to <http://www.fedex.com> Select tracking. Hit the sub button that says Reference #1.
2. Type the following into the reference field: Your own PO # followed by a dash (-) followed by our Royal Crest # (see your invoice for this number)
3. Select your ship to Country and Zip code
4. Hit the TRACK button.

QUANTITY PRICING APPLIES ONLY IF:

Orders will receive the quantity pricing when they are:

1. for the same "ship to"
2. shipped on the same day
3. shipped using the same method
4. submitted on one purchase order

Orders with multiple drop ship addresses can be included in quantity discounts when the remainder of above criteria are met. A \$2.50 handling fee is charged per address.

OTHER FEES

| | |
|--------------------------------------|---|
| Delivery Confirmation ... \$ 2.00 | Signature Required..... \$ 2.00 |
| Call Tag..... \$6.50 | Saturday Delivery..... \$ 12.00 |
| Residential Delivery \$2.00 | Addr Correction (found by RCP) \$ 5.00 |
| (for 3day and grd svc. Call for air) | Addr Correction (found by UPS).....\$ 15 first \$11 for each additional |

CANCELLATIONS

We reserve the liberty to ship orders 2 days early... therefore, orders for stock products must be canceled at least 3 days before the requested ship date. If an order has already been shipped, see rules for returns below. Please call us IMMEDIATELY to minimize chances of an order being shipped. We require a written faxed follow-up confirming the cancellation.

➤ RUSH CHARGES

Rush charges for orders requiring GUARANTEED turn around time of less than 3 days:

- 48 hour turn around: add 20% of the stocking and the shipment must go air
- 24 hour turn around: add 30% of the stocking and the shipment must go air However, we always try to meet your needs, call for availability.

Rush service not available for custom orders and for orders of over 100 pieces or more without prior approval.

HOLD ORDER'S

Any order's requested to be placed on hold by customer will not be placed on hold for any reason, the customer will need to cancel and resubmit it with a new PO#. NO EXCEPTIONS!

PAYMENT TERMS

Payment is expected upon receipt of all orders unless a credit line has been established. **Orders will be held for prepayment if a credit line has not been established or the credit line has been met.** The cost of freight must be included in your payment. Royal Crest customer service representatives will gladly give you shipping costs over the phone when requested. Please record your PO# on the check. MasterCard, Visa, American Express are accepted.

Applications for Credit can be requested for any distributor placing orders totaling \$250 or more January through September and \$1000 or more during October through December. Please allow two to three weeks for a credit check to be completed. Orders will not be shipped until the credit check is completed.

All accounts are payable within 30 days of invoice date. Finance charges of 1.5% per month will be added to all unpaid invoices. Royal Crest will assume no liability on orders held because of past due invoices or credit limit restrictions.

CUSTOM ORDERS

Minimum quantities for custom orders are as follows:

8 ft promotions: 125 units • 6 ft promotions: 125 units

➤ RETURNS

- Distributors **must** call to obtain a Return Authorization Number or request a Call Tag in order to get a refund.
- Call for cost of restocking fee on returned products. 8 ft: \$15.00 and 6 ft: \$12.00
- No refunds on stockings received after the "season" has passed.
- No refund on stockings whose contents have been tampered with.
- Outbound and return freight are not refunded.

➤ SATISFACTION GUARANTEE

Subject to the conditions below, if a customer is dissatisfied with our products for any reason, other than misrepresentation by the distributor, we will refund 100% of the stocking cost & freight cost (**FedEx ground only even if shipment was sent different**)

- Royal Crest must be notified within 30 days of the receive date or before the season passes (whichever is sooner)
- Stockings delivered late/damaged by a carrier through no fault of Royal Crest does not constitute dissatisfaction.
- The stocking contents and contest material must not be tampered with in any way.

DIGITAL IMAGES

Please call to request digital images of our products.