

## HOW TO ORDER

### TOLL-FREE

1-866-323-2264 (CCOI)

### BY FAX

1-901-531-8470

### BY MAIL

CREATIVE CO-OP, INC.  
P.O. BOX 751500  
MEMPHIS, TN 38175-1500

### BY EMAIL

CUSTOMERSERVICE@CREATIVECOOP.COM

### BY WEB

WWW.CREATIVECOOP.COM

### PLEASE PROVIDE THE FOLLOWING INFORMATION

- CUSTOMER NUMBER (IF ALREADY ESTABLISHED)
- STORE NAME
- STORE ADDRESS AND PHONE NUMBER
- SHIPPING ADDRESS (IF DIFFERENT)
- PO NUMBER (IF ANY)
- ITEM NUMBER AND QUANTITY
- SHIP DATE AND CANCEL DATE
- SIGNED CREDIT AGREEMENT AND REFERENCES (IF NEW CUSTOMER)

## CREATIVE CO-OP, INC. (CCOI) TERMS AND CONDITIONS

### WHOLESALE TRADE ONLY

ALL ACCOUNTS MUST HAVE A CITY OR COUNTY PRIVILEGE LICENSE AND HAVE A STATE TAX CERTIFICATE TO OPERATE AS A RETAILER, WHOLESALER OR MANUFACTURER. MERCHANDISE PURCHASED MUST BE FOR USE IN MANUFACTURING OR RESALE.

### TERMS OF SALE

MASTERCARD, VISA, AND AMERICAN EXPRESS; ADVANCE PAYMENT; NET 30 WITH APPROVED CREDIT -1.5% PER MONTH LATE CHARGE SUBJECT TO APPLICABLE STATE LAWS. WE DO NOT ACCEPT C.O.D. SHIPMENTS. ORDERS MAY BE SUBJECT TO CANCELLATION IF CREDIT APPLICATION OR PAYMENT INFORMATION CAN NOT BE OBTAINED BY CCOI AFTER SEVERAL CONTACTS, UP TO THE TIME OF PLANNED SHIP DATE. ORDER CANCELLATIONS AT THE REQUEST OF THE CUSTOMER MUST BE SUBMITTED IN WRITTEN FORMAT VIA FAX OR EMAIL.

### MINIMUMS


ALL PRICES AND MINIMUMS SUBJECT TO CHANGE WITHOUT NOTICE. ALL ITEMS ORDERED UNDER THE MINIMUM UNIT OR NOT IN APPROPRIATE MULTIPLES WILL BE ADJUSTED TO THE NEXT MULTIPLE.

MINIMUM TRUCK ORDER: \$500

MINIMUM OPENING ORDER: \$500

MINIMUM REORDER: \$150

### SHIPPING

F.O.B. MEMPHIS, TN. DEFAULT SHIPMENT METHOD IS FEDEX GROUND. ORDERS LARGER IN SIZE OR WEIGHT MAY BE DELIVERED VIA COMMON CARRIER. ADDITIONALLY, SHOULD THE ORDER INCLUDE OVERSIZED ITEMS OR ITEMS WHICH ARE "TRUCK SHIP ONLY", DESIGNATED BY . THE ORDER WILL BE SHIPPED VIA COMMON CARRIER AND WILL NOT BE RELEASED UNTIL EITHER THE TOTAL SHIP VALUE EXCEEDS \$500 OR THE CUSTOMER AUTHORIZES SHIPMENT. THIS POLICY EXISTS TO ENSURE REASONABLE FREIGHT RATES FOR OUR CUSTOMERS.

### CUSTOMER ORDER PICKUP

UPON NOTIFICATION THAT THE ORDER(S) ARE READY FOR PICKUP, THE CUSTOMER MUST SPECIFY A PICKUP DATE AND/OR PICK UP ORDER(S) WITHIN 5 BUSINESS DAYS. OTHERWISE, CUSTOMER MAY BE SUBJECT TO A 15% RESTOCKING FEE.

### BACKORDERS

BACKORDERS WILL BE GENERATED UNLESS SPECIFIED AND ARE SUBJECT TO REVIEW; BACKORDERS UNDER \$50 ARE SUBJECT TO AUTOMATIC CANCELLATION.

### DAMAGES AND CLAIMS

ALL DISCREPANCIES AND CLAIMS MUST BE REPORTED TO CCOI WITHIN 10 DAYS OF RECEIPT OF GOODS. FREIGHT DAMAGES SHOULD BE FILED WITH THE CARRIER. RETURNS ARE NOT ACCEPTED WITHOUT PRIOR APPROVAL, AND MAY BE SUBJECT TO A 15% RESTOCKING FEE PLUS FREIGHT. CLAIMS ON SINGLE ITEMS \$50 OR GREATER IN VALUE WILL REQUIRE PHOTOS SUPPORTING THE CLAIM TO RECEIVE FULL CREDIT. BECAUSE MOST CREATIVE CO-OP MERCHANDISE IS HAND CRAFTED, THERE WILL BE SOME VARIATIONS IN COLOR, TEXTURE AND FINISH, AS WELL AS SLIGHT IRREGULARITIES. THESE ARE NOT CONSIDERED FLAWS OR DEFECTS.

### QUESTIONS OR INQUIRIES

PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT BY PHONE AT 866-323-2264 OR BY FAX AT 901-531-8470. OFFICE HOURS ARE MONDAY THROUGH FRIDAY, 8AM TO 5PM, CST.