



5125 Church St, Skokie, IL 60077 * 877-HAVEN-50 (877-428-3650)

Fax: 866-561-6280 * orders @ havendistro.com

RETAILER TERMS OF SERVICE

Minimum Orders: \$50 on the combined Retail Total for all items being shipped.

Products that are out of stock due to the supplier discontinuing that item or products which are listed as Out of Print, Advance Order, or Special Order do not count toward the retail total for that invoice.

Back Orders / Shorts: Items temporarily out of stock will be either back-ordered or deducted per the customer's preference. Customers will receive a pro-forma invoice if the pulled order differs from the original order to allow changes if needed.

Wholesale Discount: Discounts are specific to each product and are listed with the retail price. The base discount on most books, graphic novels, and comics is 45%-50%, depending on the publisher. Multi-media, magazines, calendars, and other merchandise typically start at 40%.

Volume Discount: Retailers also receive the following discounts based on the Retail Total of their orders:

\$101 - \$250... 2%	\$751 - \$1500... 4%
\$251 - \$750... 3%	\$1501 - \$3000... 5%
\$3001+ ... 6% plus half off shipping	

Shipping: U.S. Domestic shipping is by UPS Ground unless otherwise specified. Packages to Canada are sent by USPS International unless a freight forwarder is provided. Shipping to all other countries requires a freight forwarder. Haven Distributors can connect you with a freight forwarders on request.

Returns: All merchandise that arrives in sellable condition is non-returnable. Damages must be reported within 5 business days of delivery. Haven Distributors agrees to replace damaged items when possible, but reserves the right to offer rebates in lieu of replacement or request that damaged items be returned.

PAYMENT TERMS (choose one):

____ COD: US domestic customers only. Incurs \$9 fee.

____ Credit Card: Cards are charged when the order is shipped. Accepted cards: Visa, MC, Discover only.

Number: _____ Exp: _____ CCV: _____

Billing Name: _____ ← Please put the PERSON'S NAME that is on the card.

Store Name: _____ **Shipping Address** (if different)

Billing _____

Address: _____

Phone: _____

Email: _____

____ Net 7: Credit terms are extended to customers with an established payment history of at least 2 orders or for Cold Cut customers in good standing under the same management. All customers start on net 7 and may be extended based on payment history and/or standing with Cold Cut or provided industry references. **Maximum term:** Net 30.

NOTE: All customers on "Net" credit terms must provide a valid credit card. This card will be charged with a 2.5% penalty added if no payment is received after 45 days.

Store Name: _____

Customer Name: _____

Signature: _____

Date: _____