

General Information and Terms

Ordering Information

Orders can be placed 24 hours/day at www.christyandmain.com

Orders can be faxed to: (800)884-4160

Orders can be phoned to Customer Service at: (800) 382-5394

Office Hours: Monday-Friday 8:30 am - 5:00 pm (Eastern Time)

When ordering, please have the following information available:

- Customer Number
- Company Name
- Shipping address and method
- Purchase Order Number
- Method of payment (Credit Card information)
- No COD

Shipping

Credit-approved blank/non-logoed apparel orders placed before 3 pm Eastern Time ship the same day. The deadline for LTL shipments is also 3 pm. Orders received or approved after 3 pm will ship the following day; however, we will try to accommodate rush orders. Orders are shipped UPS Ground or Common Carrier, unless otherwise requested. Freight, handling, insurance fees (if applicable) are added to each invoice. All goods are shipped FOB our warehouse unless order totals a minimum of \$200.00, then order qualifies for free shipping. Any claims for goods damaged in shipment must be made with the freight carrier.

Pricing

Prices are subject to change without prior notice. There is NO MINIMUM order quantities. Please confirm prices when order is placed. All prices are wholesale. Resale customers require a valid vendor's license or resale certificate. See order information for each style to receive free shipping. Free shipping does not apply to custom garment customers.

Order Changes and Cancellations

Once orders are entered into our system, they cannot be changed. Similarly, we cannot add to orders already entered; a new order is required. Please call customer service to check if your order has been packed and shipped.

Terms

Credit Cards – We accept VISA®, MasterCard®, and American Express® and Discover®.

Net 30 Terms – May be available to customers who complete the credit application. Granting of credit terms will be at the sole discretion of our Credit Department. A finance charge of 2% per month (24% per annum) will be charged on all balances beyond established terms. We reserve the right to revised or revoke credit terms without prior notice.

Returned Checks – If a check is returned for non-sufficient funds (NSF), a \$40.00 per check charge will be added to the account balance.

Disputes – All communications regarding any dispute of debt and/or restrictively endorsed checks issued as payment (in full) of any disputed amount must be sent to the attention of CREDIT MANAGER, Christy & Main, 1155 Allgood Road, Suite 2, Marietta, GA 30062.

Sales Tax

We collect sales tax in the follow states: Alabama, Arkansas, Connecticut, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Massachusetts, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Vermont, Washington, West Virginia, and Wyoming

Returns

Please inspect your order upon receipt. Alteration (printing, dyeing, washing, embroidering, etc) or use by you or your agent, subcontractor, or designer will constitute acceptance by you of the order and condition of the goods. Christy & Main will not reimburse for any decoration costs on defective or miss-shipped goods. Returns of washed, decorated, otherwise altered or closeout merchandise will not be accepted.

To return goods

1. Obtain a return authorization number from our Customer Service department within 7 days of invoice date.
2. Return goods must be accompanied by a packing list or original invoice and return authorization number. Mark any flaws with tape. Return authorization numbers are voided if the merchandise is not received within 15 days after Return Authorization is issued. Non-defective, unclaimed, undeliverable, refused, changed or cancelled orders are charged a 20% re-stocking fee, plus freight. Non-stocked, embroidered apparel or special ordered merchandise cannot be returned unless garment is defective or is a result of a shipping-order processing error.

Drop Shipments

Drop shipments must be net, credit card, or prepaid. When goods are shipped to a third party, it is the customer's responsibility to inform the 3rd party of the exact goods to be received. Goods must be inspected and verified for accuracy before decoration. Christy & Main will not be held responsible for discrepancies on orders shipped to an address other than the invoiced account or for decorated or washed garments.

Please Note:

- **Availability** – All items and sizes may not be available at all times. We will notify you if we are out of stock.
- **Colors** – Every effort is made to match the printed colors as close as possible to actual fabric colors. However, Christy & Man makes no guarantee of color accuracy either in print or on the website.
- **Washed and Garment Dye Products** – Shade and pattern variations are inherent in washed products like denim shirts and garment dyed products. This is

normal and should be expected. We recommend washing any garment dyed products before wearing. Do not Dry Clean.

- **Heathers** – Heather grey colors like Athletic Heather; Ash, Birch, Dark As, heather Grey, Light Oxford or Sports Gray will have 1-11% of fibers other than cotton to achieve the heather appearance even when the style is listed as 100% cotton.
- **All items shown in our catalog, or online, unless specially noted as made in the USA, may be imported.**
- All information provided by suppliers is believed to be accurate at the time of printing. However, Christy & Main makes no warranties with regard to any information provided in the price list, catalog or website.
- **Christy & Main reserves the right to change any policy or term above without prior notice.**