

Terms of Sale for Embossed Graphics EGXpress, Premier Retailers

Embossed Graphics, Inc. is committed to creating beautiful stationery and invitations quickly and accurately. Embossed Graphics, Inc. shall continue to enhance our performance to achieve these goals.

A monthly email newsletter is offered to all retailers. It includes information regarding our upcoming promotions, items being discontinued, as well as valuable EG information and tips. Please enable Embossed Graphics, Inc. to maximize these benefits for EGXpress, Premier Retailers by reading and observing the following:

Order Processing

Premier Retailers submit stationery orders on EGXpress.com and invitation orders on EGInvite Xpress through EGXpress.com. Invitation orders may also be faxed to Embossed Graphics using an Embossed Graphics, Inc. invitation order form. EGXpress confirms ship dates only, and can only provide estimated arrival dates. If a retailer has not paid the exact amount on the monthly statement, EGXpress will not accept or produce new orders and will not ship completed merchandise until the balance is paid in full.

Comments or Conditions

Embossed Graphics, Inc. reserves the right to use the exact wording from any invitation or stationery order for advertising materials. Products created by Embossed Graphics, Inc. are subject to change without notice.

Discount from Retail

All EGXpress, Premier retailers receive a 45% discount from published retail prices. A retailer may gain and maintain a more favorable discount by...

- Being a retailer for more than 1 year.
- Meeting minimum sales requirements.
- Maintaining up-to-date sales media.
- Increasing total sales with Embossed Graphics, Inc. and achieving higher Retailer Status Level.
- Paying according to payment terms.

Retailer Art Services

Embossed Graphics, Inc. will offer graphic artist services for \$65 retail per hour. Embossed Graphics, Inc. will determine completion dates for graphic artist services.

Cancellation Fee

Stationery orders submitted through EGXpress.com may be canceled within 2 hours at no charge. After two hours of submitting an order at EGXpress.com the order may be canceled for a \$9.00 wholesale fee if the merchandise is not already produced. Custom or large stationery orders may not be canceled after the two hour time has elapsed since the original order was submitted.

Shipping and Handling

Shipment of merchandise and sales media is F.O.B. Aurora, Illinois. Embossed Graphics, Inc. reserves the right to determine the shipping and handling fee for each package. Embossed Graphics, Inc. does not represent or imply that shipping fees are quoted from a shipping table of any specific carrier. Once calculated, shipping fees cannot be adjusted. EGXpress Customer Service representatives will not discuss shipping or handling fees. The handling fee is \$.50 per item. Retailers in higher Retail Status Levels may not receive handling fees.

Drop Ship

A drop-ship order is an order that is shipped to a destination (address) other than the retailer who placed the order. The fee for each drop-ship order is \$.50 per item. Retailers in higher Retailer Status Levels may not receive drop-ship fees.

Multiple Items

Embossed Graphics, Inc. tries to group all parts of an order into a single corrugated carton. However, in order to ensure that items are received without damage or wear, some items may be shipped in separate cartons. When multiple items are packaged into one carton, each order will carry its own shipping charge, adjusted accordingly based on the total distribution of weight in the carton.

Remittance of Payment

An Online Statement is available through EGXpress generally posted the 24th of every month or the following business day. You can access your statement by logging into your EGXpress account and clicking the link called View Online Statement. Please pay the amount due indicated on the Remittance Page of the Online Statement. A fee of \$9.00 will be applied if the check amount does not match the amount due on the Online Statement Remittance Page. EGXpress accepts credit card payments via EGXpress Pay Now with Credit Card link or by contacting our Customer Interactive Center to make a payment over the phone. A 2.99% processing fee is applied to each credit card transaction.

Our Privacy Policy

Information submitted to Embossed Graphics, Inc. is for the sole purpose of fulfilling your order. Your personal information will not be sold or redistributed to other retailers.

Contact Us

Our Customer Interactive Center is available by calling 800-362-6773 or 800-Embossed or via email at service@embossedgraphics.com. If you wish to send us a customer service inquiry via mail, please send it to the following address.

Embossed Graphics, Inc.
P.O. Box 6377
1175 S. Frontenac Street
Aurora, Illinois 60598

Payment Terms

Payments must be received by the date shown on the Online Statement. If payment has not been received by the 13th of the month or closest business day a \$9.00 late payment fee will be applied to the balance. If payment has not been received by the 22nd of the month or closest business day a \$29.00 late payment fee will be applied to the balance. Embossed Graphics, Inc. reserves the right to hold orders if the full payment is not received by the due date. The EGXpress, Premier retailer shall observe the payment terms without telephone reminders, email or written correspondence. Payments that do not match the statement balance may take an additional 2-3 business days to be applied. Any credit balances will be carried as accrued balances. Cash disbursements may be distributed for carried balances at the discretion of Embossed Graphics, Inc. or if the balance is remaining from EGBreeze website revenues.

Credits and Adjustments

Credits and adjustments must be authorized by Embossed Graphics, Inc. Deductions may not be made from payments. No credits or adjustments are allowed after 30 days from the date of the statement. Unauthorized credits or adjustments will be carried as an unpaid balance and will accrue late payment fees.

Late Payments

There is a \$39.00 fee for checks returned to Embossed Graphics, Inc. from a bank because of "insufficient funds". Production and shipping of orders will be suspended once an "insufficient funds" check is returned to Embossed Graphics, Inc. Production will resume when a successful credit card payment is applied. If a replacement check is sent the account will remain on hold for 10 days to assure the check has cleared. EG recommends that a cashier's check be sent in this instance.

Returns

Embossed Graphics, Inc. is not able to accept returned merchandise or offer refunds on catalogs, sales displays, albums or other promotional media. If the EGXpress, Premier retailer is not satisfied with the order we will offer a replacement of equal value merchandise within 90 days of invoicing the original personalized merchandise

Transfer of Ownership

In order to transfer ownership of an existing Embossed Graphics, Inc. retail account to another party, a fee of \$150.00 is required. Full payment is required for all pending invoices on the original owner's account before a Change of Ownership is handled.

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