

## Samuel & Sons Passementerie Terms, Policies and Instructions

- Terms:** Net thirty days on open accounts.
- Ordering:** All orders are to be submitted in writing.  
Email: [orders@samuelandsons.com](mailto:orders@samuelandsons.com)  
Fax: (212) 204-9648  
Mail: Samuel & Sons Passementerie  
983 Third Avenue  
New York, NY 10022
- Customer Service:** Phone: 212-704-8000; Fax: 212-204-9648; Email: [cs@samuelandsons.com](mailto:cs@samuelandsons.com)
- Prices:** All prices are subject to change without notice. All prices listed are net (wholesale). Shipping and handling are additional.
- Minimum:** Minimum order quantity is 1 yard for cut yardage merchandise or 1 piece for piece merchandise.
- Payments:** All checks or money orders are payable to Samuel & Sons. American Express, Visa, and MasterCard are accepted. A 50% deposit is required at the initiation of a special order.
- Reserves:** Samuel & Sons will accept limited reserves for 10 working days.
- CFAs:** Samuel & Sons does not provide cuttings for approval (CFA) for stock items. CFA will be provided upon request for special orders only.
- Returns:**
- a. Upon receipt of shipment and before cutting, inspect carefully for correct color, design, quality, and yardage. Regardless of fault, all returns must be made within 30 days of receipt of shipment, and must be authorized by management.
  - b. No merchandise will be accepted without a return authorization number.
  - c. Merchandise will not be accepted for credit once it has been cut or applied.
  - d. Claims for labor charges will not be allowed under any circumstances.
  - e. Merchandise will not be accepted for credit after 30 days.
  - f. For those orders that are approved for return by management, there is a 25% restocking charge.
  - g. Trimming of less than ten yards is not returnable.
  - h. Special orders and non-stock product orders are not returnable.
  - i. Merchandise will not be accepted for credit once it has undergone an outside process, such as flame proofing, water repelling, stain resistance, piece dyeing, etc.
  - j. Authorized returns should be returned to Samuel & Sons, 983 Third Avenue, New York, NY 10022.
  - k. Piece merchandise, such as tassels, may be returned within two weeks for full refund. No refunds will be permitted after two weeks from time of purchase.
- Discontinued Styles** Products may be discontinued without notice. Please contact customer service for substitutions and special order pricing.