

SHIPPING INFORMATION

Charge Cards Accepted: Master Card, Visa and American Express. Please indicate type of card, charge card number, expiration date, security code and the name as it appears on the card.

Rush Service: Is available on orders received by 10/1. If accepted, rush orders will be shipped within two weeks of proof approval. The charge for this service is 10% of the order value or \$35.00 whichever is greater. To meet a specific date, expedited shipping may be required.

ACKNOWLEDGEMENTS WILL BE SENT FOR ALL FAXED/MAILED ORDERS, CONFIRMING STYLE AND COST. WE ARE NOT RESPONSIBLE FOR ORDERS NOT RECEIVED BY US.

SHIPPING POLICY

FOB Factory, Shipping: Prepaid and Add.

Specific Dates: Every effort will be made to meet specific "in hands" dates. However, we cannot guarantee delivery due to production schedules, product availability, etc. Orders received with a specific ship or "in hands" date will be shipped within 3 days of the specified date. **Customers should consider express shipping methods to meet specific "in hands" dates.**

Carton Labeling: Customer must supply labels for special carton labeling requirements. A service fee of \$4.00 (G) per label will apply

Shipping & Warehousing:

- Storage of completed orders is available at no charge. Beginning September 15, all orders completed and those in storage will be released for shipment up to 14 days before the required ship date.
- Orders received after August 15, will be shipped as completed unless specified on purchase order. Orders will be shipped according to our standard production schedule unless a "not before" ship date is specified.
- If inside delivery is required, it must be specified on your purchase order and additional charges will apply.

Shipping Rates and Delivery Estimates:

- Any additional charges for Limited Access, Inside Delivery or Lift Gate delivery must be stated at the time of order. If not specified at the time of order the customer agrees to pay for additional charges after billing.
- Shipping to residential addresses incur higher costs of delivery – Please state at time of order if shipping to a residential address.
- If shipping 3rd party via Fed-Ex there is a \$3.50 per package charge as Fed-Ex is not our preferred shipper.

Additional Delivery Fees — Drop Shipments:

- Add \$16.00 (G) per location change. If multiple drop ship locations, addresses must be received by House of Doolittle at least 10 days prior to estimated ship date, in our Excel spreadsheet format. Call Customer Service to obtain a copy.

An additional charge of \$3.50 a box will be added to the order if a 3rd party fedex number is being used. Drop ship minimum 25 per location.

- Customers are to verify all address are valid with complete address including suite numbers if applicable before submitting to House of Doolittle.
- Zip codes must match delivery address, if any discrepancies result in additional charges for corrected addresses customer must assume all charges for corrections.
- If shipping 3rd party and House of Doolittle is charged for address corrections or any additional charges, customer will be notified and billed for the additional charges.

Duties and Taxes: Customers are responsible for paying all duties, taxes, and other fees that are levied once your package reaches the country of destination. If House of Doolittle is billed for any charges these will be billed to the customer.

Package Refusal: If your package cannot be delivered, is unclaimed, or is refused, you are responsible for the following:

- Original and return shipping costs
- Duties, taxes, and other customs charges that are incurred on the package for both the original and return shipments
- The amount of these charges will be subtracted from your merchandise refund.