

TERMS AND CONDITIONS

WHOLESALE ONLY: We are a wholesale distribution company and sell only to the retail trade. We require a state sales tax exemption number for new accounts.

PLACING YOUR ORDER:

By Phone: 800-678-4892. We are available to take your order from 7:00 am to 7:00 pm CST Monday-Friday.

By Fax: 888-655-0921. Order forms are available on our website.

By Website: Orders may be placed at www.mayflowerdistributing.com.

By E-mail: Orders may be e-mailed to info@mayflowerdistributing.com. Please include your customer number, business name & address, and item numbers & quantities to speed up order-processing time and ensure accurate delivery.

SMALL ORDER CHARGE: Orders under \$25.00 are subject to a \$5.00 handling charge. Individual products may be subject to minimum quantities. Balloons are subject to a minimum quantity of five per item.

PAYMENT OPTIONS/CREDIT TERMS: With approved credit, we will ship your order on an open 30-day account. Download our credit application at www.mayflowerdistributing.com. We encourage first time customers to pay by credit card. We accept Visa, Mastercard, Discover, American Express, and debit cards. We also accept business checks by phone, fax, or e-mail subject to certain conditions. We do not accept COD orders.



Credit Card Customers, Please note:

Your credit card information is 100% secure. Unless you direct us otherwise, for each billable transaction on your account, we will automatically charge your credit card at the time of each shipment. Alternatively, if directed, we will contact you for approval before charging each transaction. In that instance, we are not responsible for late delivery on your order.

SPECIAL ORDERS: We can special order products we do not stock from certain manufacturers, subject to minimum case pack quantities. At the time of order placement, we will provide an estimated delivery date, but cannot guarantee special order delivery dates. Special order sales are final and not subject to return. Additional freight charges may apply. Certain orders may require a deposit.

BACK-ORDERS: Seasonal merchandise will be back-ordered if it totals over \$50.00. Seasonal back-orders will be canceled if they have not shipped 15 days before the holiday. Non-seasonal products will be back-ordered upon customer request if the total backorder value exceeds \$50.00. Customers should reorder unshipped items if a back-order was not requested, or for which the value does not meet this back-order dollar threshold.

SHIPPING: *Domestic* orders placed before 1:00 pm CST are typically shipped the same day. After 1:00 pm CST, orders are shipped the following business day. *International* orders (including Alaska, Hawaii, Puerto Rico and extended territories) are subject to next day processing and actual shipping charges will be added to the invoice. Please call customer service for orders shipping outside the contiguous United States.

In a hurry? Mayflower offers Next Day Air, 2nd Day Air, and 3 Day Select for an additional cost.

FREIGHT CHARGES: Balloon, party, and gift items are classified as **Freight Code A** and will ship free freight on orders that are \$250.00 or more. For orders under \$250.00, shipping charges are added to the order. Foodservice, custom orders, piñatas, and gift boxes are classified as **Freight Code B** and will ship free freight on orders that are \$750.00 or more. For orders under \$750.00, shipping charges are added to the order. Extra charges will apply for any ground service orders requesting lift gate or inside delivery.

RETURNS & DEFECTIVE MERCHANDISE: We will gladly replace defective merchandise with the same or like merchandise if returned within 30 days of purchase. However, we cannot replace products that have been misused (including balloons that have been punctured or cut). We will also gladly credit you for shipping mistakes when notified within 10 days of receipt of order. We are unable to honor claims not made within those time periods. We may accept returns of other stock merchandise only with our advance authorization and subject to a 15% restocking charge. Whenever returning merchandise, please contact us for a Return Authorization (RA) number. This number must be clearly marked on the inside of each returned package. Returns without RAs are refused and deductions from invoices without authorization may cause the account to be placed on hold. Mayflower limits its warranty for defective merchandise to return and replacement of said merchandise. We are not liable for any other damages or claims.

TRADEMARKS: All licensed merchandise and logos contained herein are trademarks of their respective companies and are used with permission. No reproduction of this catalog is allowed without the written permission of Mayflower Distributing Company Inc.

VOLUME DISCOUNTS: Volume discounts apply to most balloon orders for everyday customers and do not apply with any other discounts. Orders with heavy or bulky items may not apply. The volume discount pricing structure is as follows: 5% off orders of \$500-\$1,499.99, 10% off orders of \$1,500-\$2,499.99, 15% off orders of \$2,500 or more.

Web Site Specials: Visit www.mayflowerdistributing.com for the latest specials.

Prices subject to change. Mayflower reserves the right to correct inaccuracies, misprints, or wrongly priced merchandise in our catalogs after the catalog has been printed.



Great Buy Items: Price is final with no further discounts.



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