

Terms And Conditions Of Sale

INDIVIDUALS

Yarn Tree is a wholesale distributor, so we sell to retail stores. Please contact a local store to buy anything in this catalog. If you are unable to find an item locally feel free to contact us and we will be happy to help you.

BUSINESSES

DISCOUNTS: Prices shown are suggested retail. Wholesale prices are available to businesses. Store fixtures and supplies are priced "net" (the price shown is your cost). Prices are subject to change without notice.

TO PLACE AN ORDER: Please feel free to use our toll-free order line (1-800-247-3952). When you call, please have your order written down before you call; this will speed up your order and reduce confusion. All we need to know is the item number and the quantity you desire to order. You can also FAX (FAX 800-291-0789 or 515-232-0789) or e-mail (info@yartree.com) your order. Or use our Online Catalog at <http://yartree.com>.

We will normally ship within 24 hours after we receive your order. Most orders received in the morning are shipped the same day. You can count on our speedy shipping even during the holiday season. See the map below for our estimated delivery time to your area.

OPEN ACCOUNT TERMS: Net 30 days from the date of the invoice. **Your invoice is shipped with the order.** Monthly statements will not be sent. 1 1/2% monthly service charge on accounts over 30 days. There are **no minimum orders, but there is a \$5.00 small order charge on orders under \$25.00.**

Out of stock items totaling less than \$20.00 are not backordered. Backorders over \$20.00 will be shipped freight free (excluding FOB items). If you have items on backorder and you place an order, any backorder items that are in-stock will ship with your order (items not in-stock will remain on backorder). If you have items on backorder and you place an order, all out of stock items on the current order will be added to the existing backorder. Backorders over 60 days old will be cancelled.

Open Account Orders over \$200 (or orders including \$50 of books) and paid within 30 days receive free freight [Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations].

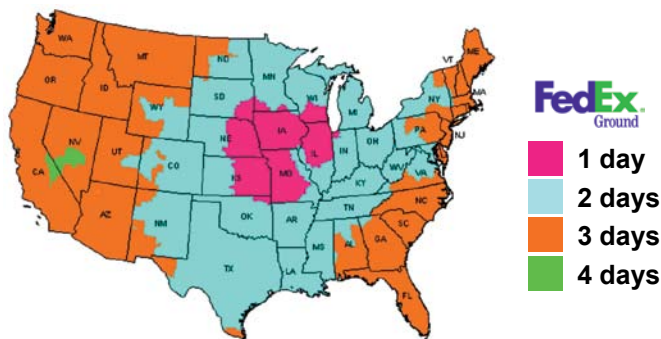
PREPAID ORDER TERMS: Your check must be mailed with your order to qualify for free freight and prepay discounts. There are **no minimum orders, but there is a \$5.00 small order charge on prepaid orders under \$25.00.** Prepaid orders **over \$200.00** or with a \$50.00 order of books will receive free freight [Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations].

Prepaid orders **over \$500.00** receive free freight and a 5% discount. [Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations].

Include your estimate of actual shipping charges with your payment. A refund check for any overpayment will be sent with your order. Out of stock items are not backordered.

COD TERMS: There are **no minimum orders, but there is a \$5.00 small order charge on COD orders under \$25.00.** COD orders **over \$200.00 (or orders including \$50 of books)** will receive free freight [Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations]. COD collection charges will be included (currently \$9.00 per box). Out of stock items are not backordered.

MASTERCARD AND VISA TERMS: You may charge your store's order to a MasterCard or Visa card. We need your card number, the expiration date, the name of the card holder, and the billing address of the card. **There is a \$5.00 small order charge for orders under \$25.00; \$2.00 for orders under \$100.00.** Please note that no free freight or dollar volume discounts apply to credit card orders. Out of stock items are not backordered. Credit card orders pay only \$2.00 for shipping with a \$50.00 book order [Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations].



This chart gives the estimated number of delivery days from Yarn Tree to you. Remember to allow for holidays and weekends.

If you live in Kentucky, for example, and you place your order before noon on Monday, we will try to have it to your store by Wednesday!

ORDERS OUTSIDE THE USA: Orders outside of the U.S.A. must be prepaid or charged to MasterCard or Visa. To prepay, please use either a bank check payable in your local currency, a check payable in US dollars from a bank with a US branch office, or you may use an International Money Order written in US funds. Your local bank can help you with exchange rates. We would recommend using your MasterCard or Visa and faxing your order to us for fastest service.

CLAIMS AND RETURNS: A pre-authorized return form is included with each order. Any claims for shortages or damaged merchandise must be made within 10 days. Please call our 800 number for any problems or questions.

CONDITIONS: Yarn Tree strives to serve retail needlework stores. We require that you have a resale tax license and posted, regular hours that you are open to the public for business. **Prices shown are retail. Prices and terms are subject to change without notice.**

Buy Books. Get FREE Shipping! Buy \$50.00 of books and get free shipping on your entire order. Offer applies to regular catalog orders shipped open account and paid within 30 days. COD orders will receive free freight, but COD collection charges will be included (\$9.00/box). Credit card orders pay only \$2.00 for shipping with a \$50.00 book order. Applies to regular catalog orders (excluding FOB items) shipped by regular ground service to continental USA locations.

Yarn Tree Supports Independent Needlework Stores!!

For over 30 years, Yarn Tree has supported the independent retailer. We hope you will take advantage of the free services we offer to help your business.

YARNTREE.COM is a very popular web site for counted cross stitch that helps educate consumers about cross stitch and products that are available. Our web page encourages consumers to support their local stores (not the big chains!).

ONLINE CATALOG Place orders online, plus find the newest products and price updates.

FREE STORE LISTING One of the more popular pages on our web site is a list of needlework stores. Active Yarn Tree accounts are automatically listed free.

FREE WEB MESSAGE BOARD We have a free needlework message board for consumers to post a message when they are looking for a particularly hard to find item, or when they have a question or problem. We encourage stores to visit; it is a great way to learn a little bit more about your customer. If someone is looking for an item you sell, feel free to e-mail them.

FREE USE OF OUR WEB PAGES You are invited to use anything in our web pages to help promote needlework. Use the information in your own web page, emails, or newsletters.

NEEDLEWORK RETAILER Yarn Tree publishes the Needlework Retailer. Yarn Tree, together with the advertisers, provides this service as a way to keep independent retailers informed about new products in the needlework industry. Please be sure to let the advertisers know that you appreciate this service. **Back issues of the Needlework Retailer are at <http://needleworkretailer.com>**

- ✓ **Your Order Shipped In 24 Hours**
 - ✓ **Full Wholesale Discount off Retail**
 - ✓ **Over 6,500 Items For Cross Stitch**
 - ✓ **Free Freight On Orders Over \$200**
 - ✓ **Money Back Guarantee**
- Some restrictions to terms. Please call for details.

1-800-247-3952

Fax 1-800-291-0789 e-mail info@yartree.com
ph 515-232-3121 fax 515-232-0789
<http://yartree.com>

Yarn Tree

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