

# Business Terms and Conditions

## Shipping Policies

Our state-of-the-art warehouse typically ships small-package common carrier orders either the same or next business day from our warehouse in Tulsa, Oklahoma. We utilize barcode scanning technology to ensure the accuracy of your orders. Same-day rush shipping is available with no additional processing fee for orders received before 3:00 p.m. central standard time. If you require rush shipping please contact Sales at 800-888-4126. LTL shipping is available for orders over 300 lbs. EDI order processing is also available upon request in certain situations. Please contact Sales at 800-888-4126 for more information.

## How to Order

We make it easy to order from us. By web, fax, email, phone, or EDI, your orders will be entered as soon as they are received.

- Online: for 24/7 stock status and ordering, visit our website at [www.harrisonhouse.com](http://www.harrisonhouse.com). See real-time stock status, actual shipping charges, and your discounts all online.
- Fax: 800-830-5688
- Email: email your account rep or [customercare@harrisonhouse.com](mailto:customercare@harrisonhouse.com)
- Phone: 800-888-4126, our office hours are 9:00 a.m. to 5:00 p.m. CST Monday - Friday
- EDI: Electronic Data Interchange: if you use EDI, and use PubNet as your VAN, it's likely that we can exchange data via EDI. Please contact 800-888-4126 for testing.

If we have your email address, we will email an order confirmation to you when the order is entered and when the order ships. The shipment confirmation email will contain tracking numbers associated with your order. We can also email invoices instead of sending paper invoices.

## Wholesale Ordering Benefits

Our wholesale customers enjoy some of the best discounts and terms in the industry. Please contact your sales rep for more information on your specific terms. We offer volume discounts and pricing. Call 1-800-888-4126 for details.

### New Release Plan

Tired of weak new release programs with low discounts? The Harrison House [New Release Plan](#) is an industry leader in value. From the budget-friendly 2-copy plan to the deluxe 9-copy plan, you can find the level that is right for you – without breaking the bank!

Number of Copies	Discount	Terms*	Free Freight via UPS Ground , FedEx Ground, or USPS
2	50%	Net 30	YES
3	52%	Net 30	YES
5	55%	Net 60	YES
9	58%	Net 60	YES

\*With available credit

### Wholesale Ordering Requirements

Wholesale customers must provide a resale tax id number to your account rep in order to qualify for wholesale status, and have a legitimate business address. New customer orders must be paid by credit card. If you would like a line of credit, credit applications are available online and can be faxed to 800-830-5688. Additional terms and conditions are listed on the credit application.

We reserve the right to change discounts and terms at any time.

## Returns Policy and Procedures

Returns are not allowed nor accepted on international accounts and shipments.

1. Damaged or Defective Merchandise claims must be reported to Harrison House Customer Relations within thirty (30) days of invoice date in order for credit to be issued to your Harrison House Customer account.
2. Sellable Merchandise purchased from Harrison House by Harrison House customers may be returned. Promotional product, Remainder product, Gift product, obsolete product, or product classified as No Longer Available or Out of Print is nonreturnable for credit. Any non-Harrison House product received in the Returns Department will be disposed of by Harrison House (not returned to Customer or Sender) and no credit issued.
3. Issuing of Credit to Harrison House Customers for sellable merchandise returned will occur within thirty (30) days from the date of receipt in the Harrison House Returns Department. Credit is applied to the Customer's account at the original discount given, if a copy of the original invoice is included in the returned shipment. Otherwise, credit is applied at the Lowest Net Unit Price, purchased within the last 6 months. All credits will be placed on the customer account and applied against open balances or future purchases. Refunds will only be issued if the store is closing or is closed.
4. Packaging of Sellable Merchandise for Return should be appropriate for shipping. Credit is issued by Harrison House for items received in sellable condition only. Any stickers on product must be easily removed in order to receive credit. The Customer is responsible for any product lost or damaged in transit. We suggest that all packages being returned to Harrison House be insured, in case a claim needs to be filed for lost or damaged product. Please indicate your Harrison House Customer Account Number (and invoice number if possible) on all returned shipments; mark each box 1 of X, 2 of X, etc.
5. No other written or formal authorization is required when returns are made in compliance with the Returns Policy.