

NOELLE, LLC

Terms & Conditions

PRICES

- Prices are listed wholesale, USD.
- Prices are subject to change without notice.
- The wholesale prices listed on website are for stocking retailers only.

ORDERS

- Products come in pre-packed assortments. There is a \$500 minimum on opening orders.
- Orders must be written in case pack quantities as indicated on website. Noelle, LLC, reserves the right to increase quantities to meet case pack requirements. All case pack requirements are per item number.
- Back-orders will ship when available without notice.

PRODUCTS

- **Unique Patterns** - Occasionally we use fabric that is uniquely dyed. For this reason some fashion products will be unique in appearance; this is not a defect of the product.

PAYMENT

- Payment is by credit card and pre-approved Net 30 terms only.
- Opening orders and international shipments are credit card only.
- We accept credit card payments with Visa, Mastercard, and American Express.
- Terms of Net 30 are available upon approval for businesses that are well rated by credit agencies.
- A \$30 fee will be charged for returned checks

LATE PAYMENTS

- A finance charge of 1.5% (18% annually) will be added to all past due amounts.
- Customer agrees to pay all collection costs and attorney's fees
- Delinquent accounts will be reported to credit agencies and bureaus.

SHIPPING

- All orders are FOB Wilmington, NC

SHIPPING CONT'D

- Noelle, LLC, is a box-in/box-out company. To keep costs down, we do not repack products once they arrive to our warehouse. Keep in mind, shipping charges are calculated by weight, not by the number of boxes sent.
- Noelle, LLC, will not ship via pallet unless you have a shipping company. We do not prepay and add to invoice for pallet shipments.
- Shipments will be delivered by UPS, Fed Ex or common carrier at our discretion. Noelle, LLC, will not be responsible for additional charges for inside deliveries. You can provide us with a Fed Ex or UPS account number if you have a preferred method of shipping, otherwise we will prepay ship best/cheapest and add to your invoice.
- Special handling or shipping instructions must be specified and confirmed in advance and are subject to extra charges.
- International customers are responsible for entry into destination country, including freight forwarding arrangements, customs clearance and all associated broker charges, import duties, customs fees, tariffs and taxes. Shipping and other fees for orders denied by customs or refused by customer will not be refunded.

CLAIMS & RETURNS

- Claims for replacement of damaged or missing items must be reported to Noelle, LLC, in writing within 30 business days from receipt of shipment. Freight damage is the responsibility of the carrier. Any shipping damage must be claimed by the consignee with the carrier.
- For full credit on returned goods to Noelle, LLC, items must be reported within 30 days of shipment, photos submitted & approved by credit department.
- Partial credits will be evaluated on a case-by-case manner if reported within 30 days of shipment.
- Returns must be received in their original condition and packaging at our Hampstead, NC location with approval process prior to return.
- All returns are subject to a 20% handling and restocking fee.
- Unauthorized returns and refused shipments will be charged a 20% restocking fee and all freight charges.
- Any issues where problems are caused by no fault of Noelle LLC, a restocking fee and return freight cost will be the responsibility of customer or rep that submitted order. These issues must be emailed to Noelle, LLC customer service csinfo@noelleent.net