

**Givens & Company**

**In Partnership**

**2010**

## **Partnering with Givens & Company 2010**

### **Order Transmission:**

Our preferred method of receiving orders is via email or FTP in a delimited flat file format. We will work with you to determine the best method of order transmission. Orders received by 2:00 P.S.T. will be shipped the same day. We can also handle future ship dates if you include them in your transmission file. We transmit the tracking numbers back to you via email or FTP, whichever you prefer, at the end of each business day.

### **Shipping:**

We ship via common carrier, with Federal Express as our preferred method. We ship weekdays M-F with the exception of major holidays. Currently, we ship to the 48 contiguous United States, Alaska and Hawaii. We cannot ship to PO Boxes, APO's or FPO's. We offer both Ground and Expedited shipping.

Alcohol shipments: Alcohol shipping regulations change frequently. Please see our website at [www.givensandcompany.com](http://www.givensandcompany.com) for an updated list of states where we can ship wine.

### **Delayed or Poor Quality Shipments:**

- We can replace or refund any orders that are delayed or diminished in quality due to the following: carrier mis-sorts, mechanical delays, deliveries by the courier to an address other than what was on the shipping label.
- We cannot replace or refund any orders that include the following:
  - incorrectly submitted delivery information (by sender),
  - delayed delivery due to recipient unavailable to sign for the package when a signature is necessary, such as an alcohol shipment.
  - diminished product quality due to recipient not available at time of delivery (e.g. fruit or chocolate was left on porch all day),
  - delivery to a hospital, company, etc., where the package was delivered to the facility on the scheduled date but the company's internal delivery service failed,
  - delivery to the correct address but it is later found out that the recipient had moved.
- If a submitted delivery address is incorrect, all guarantees on delivery, service, and product quality are invalid, and a replacement or refund is not available.

### **Product Quality Concerns:**

We back your customer's satisfaction 100%. If it is determined that your customer is not 100% satisfied through circumstances directly related to our production and fulfillment process, we can either replace or refund the item in part or in its entirety depending upon the situation.

There are a few steps that should be taken by your customer service team before issuing any sort of compensation:

- Ensure the product arrived on the scheduled delivery date - Track the Package.
- Ensure the packaging was intact.
- Please gather as much information from the customer as possible as to their dissatisfaction.
- If it is determined that compensation is due, please notify us immediately so we can provide quick resolution for your customer. If a reshipment is necessary, please advise us of the replacement delivery date, and any changes to the card message or delivery address.

### **Other Product Quality Issues:**

- The incorrect product was shipped – We will resend the correct product.
- Missing items – We will refund the cost of the item, or resend the missing item packaged appropriately as a gift, whichever you prefer.
- An item was non-satisfactory – If a non-satisfactory item is received, we will resend the appropriate item packaged as a gift or refund the cost of the item. Please gather as much information from the customer as possible, including any description of the products taste. Product freshness and taste is extremely important to us. Any information you can provide us will help ensure that your customers are always receiving the finest product.

### **Substitution Policy:**

In order to ship your items on-time and provide the best possible customer experience for your customers, it is sometimes necessary to substitute one like product for another providing the substituted product is of equal or greater value.

### **Returned Merchandise:**

Upon notification that a shipment has been returned, we will refund the cost of the item, less a \$15 restocking fee. Shipping charges cannot be refunded if an item is returned due to an incorrectly submitted delivery address or nobody being home to sign for the package. However, if it is determined that the package was returned because of a mistake on our side, shipping may be refunded at our discretion and the restocking fee will not apply.

**Cancellation Policy:**

A future ship order may be cancelled the day before scheduled ship date. Same day ship orders cannot be cancelled. In the event your customer wants to cancel a same day ship order, please contact us and we will do our best to stop your order from getting on the carrier vehicle. Unfortunately no guarantees can be given when trying to cancel same day shipments.

**Reroutes:**

In the event you need to reroute the package, please provide us with your order number, the old address, and the new address the package should be rerouted to. We will contact the carrier and advise if this is possible given the packages current status. A carrier imposed \$12 reroute fee applies to all rerouted packages. Please note: Current carrier regulations do not allow packages containing alcohol to be rerouted.

**Billing:**

We invoice weekly and require a credit card on file. Terms of Net 30 may be setup upon receipt of your references and internal approval.

**Customization:**

Customization and personalization are our specialty. We offer in-house imprinted satin ribbon and also beautiful 4-color custom hang tags, which we can attach to the bow. We are also happy to include your own branded materials during non-holiday periods, or during holidays, provided the order and materials are received 21 days prior to shipping. We also offer a free enclosure card /gift message with each order, up to 240 characters. This card can also be personalized or branded with your, or your customers, logo and included on each outbound drop shipment.

**Our Promise to You:**

To provide you and your customers with the highest quality product and gift baskets, with late same day 2:00 PM Pacific cutoffs M-F, seamless order processing, including daily order and shipping confirmations for each order or in summary format, whichever you prefer, and all at a healthy and attractive discount off our suggested MSRP.