

2022 DEALER POLICY

Brand New World



Division of U.S. Worldwide, Inc.
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Sales Ext: 501 / Order Ext: 507
Customer Service Ext: 506
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orders@brandnewworld.com

DEALER POLICY

We're committed to providing your customers with innovative, quality products at attractive prices and, to working together with you toward mutual growth in a spirit of fairness and cooperation. The following policies are designed with that in mind.

NEW ACCOUNTS:

Accounts must have an established educational or toy specialty re-sale business with a catalog, website, or retail operation to open an account with Brand New World. A signed U.S. Worldwide, Inc. credit application and sales tax-exempt certificate must be submitted with, or prior to, initial order. Initial order will ship with terms granted after credit evaluation or with full prepayment. Brand New World, by acceptance of an order, or any number of specific orders, is not in any way obligated to accept future orders from the purchaser.

Limited Lifetime Warranty:

"Just Like Home" Furniture:

Furniture units are warranted to be free from defects in material and workmanship under normal use and service. Warranty details available upon request.

RETURNS:

Brand New World accepts returns for defective merchandise only. A return authorization must be obtained from our office prior to return within **30 days after receipt**. Returns without authorization or past the **30 days after receipt** with no defects or damage will be charged a 30% restocking fee.

SHIPMENT DISCREPANCIES:

Damages, over-shipments, shortages and defective merchandise must be reported **within 48 hours of delivery of order**. All drop shipments must be inspected at time of delivery. If merchandise is damaged in transit, a claim must be filed with the carrier.

REPLACEMENTS OR REFUNDS:

For Warranty, Returns, or Shipping of merchandise that is defective or damaged should be reported immediately to obtain a Return Authorization. Please provide photos of product and packaging to support all reported claims. Please refer to the type of claim you have for length of time merchandise is covered.

LEAD TIME: Upholstered Furniture Lead

Time: 5 business days. Longer lead times may occur during peak seasons. The estimated ship date is provided upon receipt of order.

DEALER DISCOUNTS:

45% on all furniture

DROP SHIP ORDERS:

Brand New World only drop ships to US ship to locations.

DUPLICATE PURCHASE ORDERS:

Customers are advised to send purchase orders (PO) only once via email. If the PO is sent again after original PO has been received, "DO NOT DUPLICATE" must appear on the PO to ensure the order is not duplicated. If a duplicate PO is sent by a customer without a "DO NOT DUPLICATE" message and the PO is processed more than once, the customer is responsible for any costs incurred by U.S. Worldwide as a result.

REVISED PURCHASE ORDERS:

All revisions to open POs must be sent in writing. Send the revised PO with the message - "REVISED" directly on the PO.

PAYMENT TERMS:

Net terms with credit approval. Prepayment terms are also available. Terms subject to change based on payment history. A finance charge of 1.5% per month (18% per annual rate) will be issued on all balances thirty (30) days past due.

FREIGHT:

FOB Pontotoc, MS 38863: Sofas & Chairs

Third Party Bill - preferred method:

- Please provide the Brand New World office with routing guidelines and account numbers for all ground and truck carriers.

Prepay and Add:

- Prepay and add using Brand New World established carriers is available.

Shipment Specifications:

- Product specifications and freight quotes are available upon request to shipping@usworldwideinc.com.
- Ground shipments are based on dimensional weight
- Freight Class varies between 150 and 250.
- Freight quotes provided by Brand New World are only estimates.
- Actual shipping charges can vary and are subject to change at time of shipment. *Include contact name and telephone number at the ship to location to aid in shipment deliveries.*