

# Bella frame couture

## ORDERING INFORMATION

### OPEN ACCOUNT

Bella products are provided to the trade only. All customers will need to have a tax identification number and provide a copy of their tax resale certificate.

An open account may be established by submitting a credit application form that you can obtain by contacting the Customer Service Department. Please allow 3-4 weeks for credit approval.

### TERMS AND CREDIT

Initial orders must be prepaid. We accept Visa and MasterCard for your convenience. With approved credit, standard credit terms are Net 30 days from the invoice date. Late charges will be applied to all past due balances.

### MINIMUMS

Minimum opening order is \$500. Reorder minimum is \$250. Orders placed under the minimum are subject to approval.

### GENERAL ORDERING INFORMATION

Our customer service department is open to assist you Monday through Friday, from 8:00a.m. - 5:00p.m. CST. You may also fax your order to (888) 248-6745. To help us provide you with quality service, please have the following information available for our Customer Service Representative:

- Your Bella Account Number
- Company Name
- Item Number and Quantity
- Any Special Instructions Required
- Preferred Shipping Method

### SHIPPING

We offer UPS, FED-EX, and truck shipping.

#### UPS SPECIFICATIONS

Special freight charges apply to oversized packages. A package is considered oversized when it's "height + girth" exceeds 84". If package is oversized, its weight will be rated at 30 pounds or its actual weight, whichever is greater.

UPS does not ship packages over 96 inches in length, packages over 130 total inches (height + girth), or over 150 pounds.

#### FEDEX SPECIFICATIONS

Federal Express does not ship packages over 119 inches in length, packages over 165 total inches (height + girth), or over 50 pounds or over 119" in length.

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### PRICING

Prices listed are retail and are subject to change without notice. Freight costs are the responsibility of the customer.

### ORDER CANCELLATIONS AND RETURNS

#### CANCELLATIONS:

There is no charge for canceling an order if the cancellation is received prior to cutting of the product. However, if the order has been cut, it will be billed for 60% of the full amount.

#### RETURNING DAMAGED OR INCORRECT PRODUCTS

If your order arrives damaged, notify Bella immediately. A Notice of Loss or Damage must be filed with UPS or FedEx, and all packing materials should be retained for inspection. Any claims not received within 10 days of receipt of the order will not qualify for the return process.

Incorrectly shipped merchandise must be reported within 10 days of receipt. We will issue a call tag and send a replacement. No returns will be accepted without prior approval and a return authorization number, which is available from customer service.

Replacements are sent on open acct. Once the merchandise is received at Bella and inspected, we will issue a credit for the original order if deemed appropriate. Please note that we cannot be responsible for damage caused by other common freight carriers, unless the damage is noted on the freight carrier's original bill of lading at the time of delivery.

### SPECIAL INSTRUCTIONS

**LINER FRAMES:** If you are ordering a liner frame, please give us the exact measurement of your artwork, then order the outer frame "to fit" the liner frame.

**STACKED FRAMES:** When ordering stacked frames, order the inside moulding to fit your artwork. Then order all other moulding to fit the frame for the artwork. Please order them in the sequence they will be on the art from inside to outside.

**CANVAS FRAMES:** For canvas frame orders, to avoid cutting a frame that won't fit an out of square piece, please give the precise measurements for all four sides.

### THANK YOU

We appreciate the opportunity to serve you and look forward to providing you with outstanding service, with the highest quality products. If you have any additional questions, please contact us at (888) 248-6545.