

# MR. BROWN

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# L O N D O N

## Terms and Conditions

MR BROWN LONDON is a trade-only wholesale furniture and home décor brand, selling to qualified Retail and Design partners. We appreciate your business and have a very reasonable process to establish Authorised Dealer and Designer accounts, and share wholesale information. To begin, please carefully review Mr Brown London's Terms & Conditions. Complete this form and fax or email it, along with your resale certificate and request for product/pricing on your company letterhead (Authorised Dealer accounts only), to Mr Brown London. Please know that we often require photos of your store or additional account documentation.

### CUSTOMER INFORMATION

BUSINESS NAME \_\_\_\_\_

PRINCIPAL CONTACT \_\_\_\_\_

MAIN EMAIL \_\_\_\_\_

(Your main email is where all quotes and information prior to placing an order will be sent.)

ALTERNATE CONTACT NAME \_\_\_\_\_

ALTERNATE EMAIL \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ MOBILE \_\_\_\_\_

TAX EXEMPTION NUMBER \_\_\_\_\_ STATE ISSUED \_\_\_\_\_

Please select account type:  DESIGN  RETAIL DEALER  HOSPITALITY  OTHER (specify) \_\_\_\_\_

### CUSTOMER BILLING INFORMATION

BILLING ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

BILLING CONTACT \_\_\_\_\_ BILLING EMAIL \_\_\_\_\_

(Your billing email is where all orders, requests for payment and invoices will be sent.)

*Mr Brown London reserves the right to change and update terms and conditions without notice.  
Please do consult [mrbrownlondon.com](http://mrbrownlondon.com) for the most current and up-to-date information.*

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

By signing and initialing this agreement, I acknowledge I have carefully read, understand, and agree to the attached terms and conditions.

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**AUTHORISED DEALER ACCOUNTS** 1120 Bedford St, High Point, NC 27263  
T 336 886 2400 F 336 886 2496 sales@mrbrownlondon.com

[mrbrownlondon.com](http://mrbrownlondon.com)

# Mr Brown London Terms & Conditions

## 1) ESTABLISH YOUR ACCOUNT TYPE

### AUTHORISED DEALER PROGRAM

Ideal for qualified Retail Stores who floor and/or regularly specify Mr. Brown London.

- Full access to the furniture, lighting and accessories line.
- Annual \$10,000 minimum is required to keep dealer status.

### DESIGNER PROGRAM

Ideal for qualified Interior Designers and boutique Retail Stores specifying Mr Brown in individual design projects.

- Full access to the furniture, lighting and accessories line
- No opening order requirement
- No minimums
- Thus, no under-minimum assessments

2) **PAYMENT** Simply email [accounting@mrbrownlondon.com](mailto:accounting@mrbrownlondon.com) for additional information.

- DEPOSIT & TERMS:** A 100% non-refundable deposit is required for all upholstery orders. A 50% non-refundable deposit is due at time order is placed on all other items. The order balance, including shipping and any other charges, is due prior to shipment.
- PAYMENT METHODS:** Visa, MasterCard, American Express and check. A \$30 bank transaction fee will be charged for each check returned from the bank unpaid. Wire transfer is also accepted for international clients.

3) **ORDER ACCURACY** IT IS THE CUSTOMER'S RESPONSIBILITY TO REVIEW THE ORDER CONFIRMATION TO MAKE SURE ALL PRODUCTS, PAYMENT AND SHIPPING INFORMATION IS CORRECT.

4) **SHIPPING** Simply email [shipping@mrbrownlondon.com](mailto:shipping@mrbrownlondon.com) for additional information.

- Orders ship FOB High Point, North Carolina, via common carrier.
- Freight shipments are shipped to commercial locations with a loading dock only. If a lift gate is required, you must notify us in writing. Additional fees assessed by the freight company may apply for lift gates, delivery appointments or other special services. Minimum freight charges vary by state.
- Shipping Charges
  - Shipping charges are 15% of your order total for freight in the contiguous United States with a minimum of \$250 and may vary by state. Concrete items that are shipped through freight carriers is charged by the weight and does not fall under this 15% rate; the item will however be charged the \$250 minimum should it not meet that with weight.
  - Shipping charges are 18% of your order total for LTL shipments in the contiguous United States with a minimum of \$250 and may vary by state.
  - UPS Ground shipments are 15% of your order total in the contiguous United States with a minimum of \$55 and may vary by state.
  - Customers may opt to use a third part carrier which we would not charge freight cost however there will be a \$50 charge to your order for a packaging fee.
- CUSTOMERS (OR THEIR RECEIVER) MUST INSPECT ALL ITEMS FOR DAMAGE PRIOR TO SIGNING FOR THE SHIPMENT AND RELEASING THE DRIVER. CLAIMS FOR SHIPPING DAMAGES WILL NOT BE ACCEPTED UNLESS NOTED ON THE SHIPPER'S BILL OF LADING.**
- Customers who choose to manage shipping via a third party are entirely responsible for filing any claims with their freight company.

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**5) DAMAGED OR DEFECTIVE PRODUCTS** Simply email [claims@mrbrownlondon.com](mailto:claims@mrbrownlondon.com) for additional information.

- a. All shipping damage claims must be made with the carrier by clearly noting the details and nature of the damage on the shipper's delivery receipt at the time of delivery. Mr Brown London is not responsible for any shipping damage NOT noted on the shipper's Bill of Lading.
- b. Claims for damaged or defective product must be made within 5 days of receipt. Mr Brown London will handle claims at its discretion based on the information provided. All claims not settled within 30 days of initiation will become void.
- c. Mr Brown London will determine the carrier used to pick up the damaged or defective product.
- d. Mr Brown London will only pick up damaged or defective product from the address listed on our original bill of lading, not a final destination.
- e. Damaged or defective product returned to Mr Brown London must be packaged in its original or equally proper packaging. A Return Authorisation (RA) number must be issued by Mr Brown and must be visible on the return shipment.
- f. Mr Brown London requires photos of damaged or defective product, plus shipping labels and packaging, submitted via email for assessment purposes.
- g. Mr Brown London will issue a credit or send a replacement product upon receipt of defective product only; not applicable to returns.
- h. Any local product repairs must be quoted and approved in writing by Mr Brown before any repair work begins.
- i. Any returned product received without a Return Authorisation (RA) number will not be credited or accepted.
- j. Mr Brown London is not responsible for damages that occur when using a third party carrier.

**6) ALL SALES ARE FINAL** Any products returned without a Return Authorisation (RA) number will be refused or assessed a 25% re-stocking fee.

**7) SALES SUPPORT** Catalogues are available upon request to all Authorised Dealers. An upholstery fabric ring is available for purchase and small fabric cuttings are available to support specific projects. Mr Brown London is additionally happy to supply finish chips to support the order process for a small charge. Our website, [mrbrownlondon.com](http://mrbrownlondon.com), is always the source for real-time updates on products, fabrics and finishes.

**8) INTERNET MINIMUM ADVERTISING POLICY**

- a. Ecommerce of Mr Brown London, inclusive of Weather or Not, is allowed only with written permission.
- b. Mr Brown London product photography may be used on customer websites with permission, provided the customer has purchased the products shown within the last 6 months. If pricing accompanies product, that price must be no less than 90% of the MSRP stated on our price list.
- c. Consult Mr Brown London's complete Ecommerce and IMAP policy for additional detail.
- d. Mr Brown London reserves the right to withdraw photography usage rights at its discretion and for failure to adhere to policy.

My signature on page one, and initials confirmation here (     ) acknowledge that I have carefully read, understand and agree to the terms and conditions herewith.

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