



enesco
gift

DEPARTMENT*

GUND*

GREGG GIFT
COMPANY

2012 Retailer Guidelines

To Our Valued Retail Partners:

We appreciate the vital role that you play in promoting our brands to consumers. We are pleased to provide you with our business guidelines for 2012. We believe they will help us better meet your needs, and in turn help you meet the needs of your customers. We encourage you to read this information and file it for future reference throughout the year.

Email Services

We provide email notifications for all orders placed, packing slips, and shipments, as well as invoices and statements by email. If you are not receiving these services today, please contact our Customer Service Team and they will be happy to assist you in signing up. It takes less than a minute to complete! Your email address will not be shared with any non-affiliated company or agency.

Our packing list may be found for the entire order in the last carton of the shipment, allowing for a reduction of paperwork. You may also view the packing list by clicking on the link at the bottom of your shipping notification which we offer via email.

Helpful Tip: To identify the last carton in a multi-carton order, simply refer to the UPS or FedEx shipping label on the box. The label will indicate the order of shipment; for example, if your shipment arrives in 7 cartons, the first will be labeled "Carton 1 of 7," and the last will be labeled "Carton 7 of 7." Your packing slip will always be located in the last box. (See examples of these labels on the final page of this document.)

Ordering from Enesco

Enesco's order minimum is \$500.00 for a new customer and \$150.00 for reorders. Orders for in-stock items will generally be shipped within three working days. If your item is not currently in stock, it should arrive within two weeks of the Estimated Stock Availability (ESA) date shown on your order. The cancel date is the last date an order may be sent to Enesco's warehouse for shipping.

Shipping Terms

For all brands except Gregg Gift and Walt Disney Classics Collection, our shipping rate is 8.5% of the gross amount for each order for UPS Commercial Ground shipments. For Gregg Gift and The Walt Disney Classics Collection the shipping rate is 4.5% of the gross amount. If the weight of your order is **400 lbs. or greater**, the LTL (less than truckload) shipment rate is 5% of the gross order amount, plus a \$50.00 service fee if the use of a tailgate is required. Additional charges may apply for inside deliveries, oversized packages and other special situations.

Deliveries to residential address shipped via UPS Residential Ground shipments will be charged 11% of the gross price. As always, you may elect to use the shipping carrier of your choice at your cost, in which case Enesco does not charge for the shipment of your order.

Returning Merchandise to Enesco

Damaged Items: As part of our commitment to quality and innovation, many of our products are hand-painted and reflect the uniqueness inherent in each product. As a result, no two items will look exactly the same. On rare occasions, items may be damaged due to the manufacturing process. We will extend a full credit in the event that merchandise arrives damaged, or if we send an incorrect shipment. We ask that damages be reported with 30 days of receipt. (Due to their unique seasonality, along with their electronic complexity, damaged product from Department 56 Villages may be returned through the last day of February of the following year).

Within GUND, we offer many animated items. Due to the mechanical nature of each of these pieces, we do offer a longer time frame (90 days) for you to review the product.

We require pre-authorization of returns, and ask that you include a Return Merchandise Authorization (RMA) register referencing the return authorization number provided by our Customer Service Representative. **The actual return must be received within 30 calendar days or the return authorization will be canceled.**

Undamaged Merchandise: Returns for reasons other than damage, including UPS refusals and cancellations while in transit, will be charged a 25% restocking fee. This fee is to cover the cost of shipping charges back to our warehouse, as well as the original handling of the product and the cost of returning it to inventory.

Payment Terms

Our payments terms are net 30 days, unless you are a credit card customer or your account is set up as prepay in advance of shipment. Payment should be sent to: Enesco #774225; 4225 Solutions Center; Chicago, IL 60677-4002.

Holiday terms on seasonal goods will be offered to customers in good credit standing based on their payment history. For customers who qualify, holiday terms for all Halloween, Harvest and Christmas merchandise shipped after June 1 are net Nov. 15, 2012. Retailers whose qualifying merchandise ships between April 1 and June 1 will be offered terms of 89 days, based on their payment history. Retailers who submit payments for seasonal goods prior to September 1, 2012 will receive a 2% Early Pay Discount.

Credit Card Payments are available via MasterCard, Visa, American Express and Discover Card. Your card will be charged at the time of shipment. You may update the expiration date of your credit card via our B2B site. If you wish to change the credit card you are using, please contact us at 1-800-4-ENESCO.

Past Due Accounts: If your account is 31 days past due, shipments may be held (A/R Hold). Charges of 1.5% (18% annually), but no greater than the maximum allowed by law, will be assessed on the last day of each month to your account on invoices that are 31 days past due. The finance charge will be reflected on your statement which can be sent via email or reviewed on the B2B web site. A \$25.00 charge will be incurred for checks returned due to insufficient funds. If an account is placed for collection, the customer is responsible for all attorney fees, court costs and collection fees, and all open orders will be canceled.

Orders on A/R Hold for 91 or more days will be reviewed and subject to cancellation. We will not be able to accept new orders when an account has an order on hold for 91 or more days until the account is current. We cannot guarantee that the product previously ordered will be available at a later point in time.

Credit Limits: We will work with you to ensure that you have the proper credit line for a successful business. Please call us at 1-800-4-ENESCO and an Accounts Receivable Representative will be happy to assist you.

How to reach us

Your satisfaction is of utmost importance to Enesco. To provide you service 24 hours a day, please use our B2B web site at www.enesco.com/business. You may view your order invoices, make a payment, and place an order when it is convenient for you. You may also contact our Customer Care Team at 1-800-4-ENESCO (1-800-436-3726). Representatives are available Monday through Friday from 7:30 a.m. to 6:00 p.m. Central Time.

As always, we sincerely thank you and appreciate your business and valued partnership.

“Where Is My Packing Slip?” Pictured below are sample shipping labels to help you locate the carton that contains your packing slip. Enesco packing slips are located in the last carton of a multi-carton shipment. These examples from FedEx (left) and UPS (right) indicate the order of the cartons in your shipment. You may also print the packing slip by clicking on the link at the bottom of your email shipping notification.

