

Rose Publishing Dealer Policies – 2011

Rose Publishing, Inc.
4733 Torrance Blvd. #259
Torrance, CA 90503 USA
Toll free phone (800) 532-4278 or Phone (310) 353-2100
Fax (310) 353-2116

Returns:
Rose Publishing Returns
Attn: RMA _____ call for RMA number: (310) 353-2110

To Open a Dealer Account

Please provide the following information:

1. A current credit application, listing the storeowner and including his/her signature accepting personal responsibility for the account.
2. A photocopy of the state resale certificate, seller's permit, or sales tax usage permit valid for your state. (If the state does not collect sales tax, please send evidence of that.) Send business license.
3. Prepayment on the first order. Orders of Rose merchandise over \$100.00 net and prepaid are offered FREE FREIGHT when shipped within the 48 contiguous states. (Free freight applies to merchandise only, not to fixtures or displays.) Net terms may be offered upon review of credit history. Credit limits are subject to increase or decrease.

Dealer discounts and pricing will not be given on the order if Rose Publishing has not opened the dealer account. In the meantime, Rose will invoice at the regular retail price (in a few cases, higher than the bookstore retail price) and gladly give a credit and corrected invoice upon receipt of valid information listed above.

Wall Charts Shipped Flat

Rose Publishing wall charts are 19-3/8" x 26" and are always shipped to dealers **flat** so dealers can merchandise the charts in a display.

Pamphlets are Sold Shrinkwrapped in Packages of 10

Pamphlets are sold shrinkwrapped in packages of 10. (One pamphlet = \$3.99; one ten-pack = \$39.90). The order form should be marked so that the customer is buying 10 of the single pamphlet (for example, order 10 of 404X, the single copy stock number for *Christianity, Cults & Religions* pamphlet). The dealer would open that package and sell the pamphlets for \$3.99 each.

Orders Shipping to Multiple Locations with One "Bill To" Address

Orders shipping to multiple "ship to" addresses with one "bill to" address may not be combined for a quantity discount, nor will we do any special pre-packaging when shipping to one address. Discounts are calculated strictly by category and quantity per invoice. Orders to different "ship to's" cannot be "pooled."

Free Freight For Prepayment

Customers who prepay their \$100+ net Rose product order (on printed material published by Rose) and ship to a contiguous U.S. location will receive free freight via regular UPS or FedEx Ground. (Displays, fixtures, acrylic pockets, and non-Rose products are not eligible for free freight.) Products not published by Rose Publishing are indicated on the order form by a diamond ◆.

Prepublication Specials

Not-yet-published (NYP) Rose products may be pre-ordered before printing to receive 50% discount and free freight within the contiguous U.S. Anticipated release dates are approximate. NYP products do not count toward the quantity discount for backlist products, unless the customer waives the pre-publication offer in writing. Once a P.O. is placed, it is the responsibility of the dealer to provide a cancellation date or notify Rose Publishing in writing to cancel the B.O.

Shipping and Rush Orders

Rose offers UPS Ground. Customers may choose to supply their own Collect account number. For extra fees we offer faster shipping via UPS (Next-Day, 2nd Day, or 3rd Day). Call for a quote. There is a \$4.00 expedite fee for same-day in-house rush. For normal shipping please allow about 7-10 business days in contiguous U.S.

Damaged Shipments

Rose Publishing uses custom-made flat boxes that exceed UPS and FedEx's standards. However, at times products may be damaged. Damage must be reported to the customer service department within 3 days of the delivery, otherwise it may not be possible to file a claim. Call (800) 532-4278. Retain the box and packaging so that the carrier can inspect it. The tracking number will be traced to determine the eligibility for replacement.

Custom Printing

Rose Publishing is able to custom print products with the customer's name and address and other information upon request. Minimum order: 100 wall charts or 6,000 pamphlets. All orders are pre-paid when the order is placed. Allow 8 weeks for delivery within the contiguous USA.

Headers and Dividers

Free headers and dividers and labels for the dividers are available in reasonable quantities to customers who already have the Rose display. The dealer pays freight.

Backorders

Backorders of Rose products are shipped free freight except for displays, fixtures, curriculum correlation guides and non-Rose items.

Minimums

There is a \$50 net minimum order. A dealer may buy 3-9 assorted wall charts, books, and workbooks, but the discount will be 30%. The pamphlets come in increments of 10 only.

Returns

Dealers may make a request to return merchandise within one year from the invoice. Products must be in good saleable condition (no dented corners, fading, stickers, or creases). For returns, customers must have a Return Authorization number issued by customer service. Please ship returns insured. If a return is damaged in transit from the dealer to Rose, Rose will notify the dealer with 3 working days. The dealer may then file a claim with their carrier and may elect to call-tag the merchandise back. Any merchandise not claimed within 30 days may be destroyed and credit may not be given. Products purchased through distributors may not be returned through Rose. There may be a 15% restocking fee. A Rose invoice number or dealer P.O. number may be requested for large returns.

Finance Charges

Rose will assess a 1.5% finance charge every month, or 25¢, whichever is greater, on past due balances. The finance charges are added to the past due balance on or about the 1st working day of the month following the due date.

NSF Check Fee

When a check is returned from the bank for non-sufficient-funds, the customer will be charged a \$15.00 NSF fee, which will be added to the account. This will result in loss of credit limit. Future orders will be paid by Visa, MasterCard, cashier's check, or money order only.

Foreign Dealers

Please ask for the foreign dealer policy.

ROSE PUBLISHING DISCOUNTS (for US dealers, ordering direct)

4733 Torrance Blvd., #259, Torrance, CA 90503 (800) 532-4278 fax (310) 353-2116

Dealer pays shipping from Torrance, California, USA (near Los Angeles) upon approved credit.

Acceptable form of payment: VISA, MasterCard, U.S. funds drawn on a US bank. .

PREPUBLICATION ROSE PUBLISHING PRODUCTS

("Prepublication" means new Rose products that are not yet published. Pre-published items cannot be combined with recently released or backlist items to increase the cumulative discount on backlist items.)

Pre-Published Items	Discount
Not-yet-published items (merchandise, not fixtures)	50% + free freight

Backlist WALL CHARTS, PAMPHLETS, BOOKS, WORKBOOKS, (excluding clearance items and prepublication items). Free freight is available on the merchandise (not fixtures or display) if a \$100+ order is prepaid and shipped within the contiguous USA. Pamphlets come shrinkwrapped in packages of 10. When you order 10 pamphlets, you will receive one shrinkwrapped package containing 10 individual pamphlets. Open that package and sell the pamphlets for \$3.99 each. If you order 50 *Christianity, Cults and Religions* pamphlets and 50 *Bible Time Line* pamphlets, your discount will be 45%

Quantity of Wall Charts, Books, Pamphlets, Qualifying Rolled Posters	Discount
3-9 (min. = \$50.00 net)	30%
10-49	40%
50-149	44%
150-299	48%
300-599	53%
600 +	58%
Pre-Paid Orders (\$100 or more)	+ 2% & Free Freight
Extra discount if Net 30 invoice paid by the 25 th day	2%

NON-ROSE PUBLISHING ITEMS

(Items marked with a ♦ in the catalog. These are items not manufactured by Rose Publishing.)

Quantity of Items marked with a ♦ in the catalog.	Courtesy Discount (please contact original publisher for best prices and discounts)
1-24 assorted items with a ♦	25%
25+ assorted items with a ♦	Call for quote