



DEALER SERVICES:
1711 BLUE HILLS DRIVE
PO BOX 12000 ROANOKE VA 24012
TEL: 800-451-4344
DEALERSPECIALISTRKE@ORVIS.COM

CORPORATE HEADQUARTERS:
178 CONSERVATION WAY
SUNDERLAND, VT 05250-4465
TEL: 802-362-3622
DEALER@ORVIS.COM

ORVIS DEALER ORDERING POLICY

Prices are subject to change without notice.

The following Orvis Wholesale Ordering Policies are outlined in detail in order that the best possible service can be rendered to all Authorized Orvis Dealers.

This document supersedes the single-page "Orvis Wholesale Terms and Conditions" document made available previously.

WHEN ORDERING... Place your order either through our dealer website at <http://dealer.orvis.com> or in Roanoke by PHONE, MAIL, or EMAIL. Please give your account number first, your store Name, City, and State, then the quantity, item number, size, color, and description on each item ordered. The operator can give you information on availability for each item and a total of your order if you ask for it. SPECIFY IF YOUR SHIPPING ADDRESS IS DIFFERENT THAN YOUR BILLING ADDRESS.

BACK ORDERS... Postage on back orders will be billed actual charges for each shipment. Whenever possible, back orders will be shipped with your next scheduled shipment.

CLAIMS AND ADJUSTMENTS... If you have discrepancies on your invoice or an incomplete shipment call or write immediately. Use the dealer 1-800-451-4344 number and explain your problem to the Dealer Specialist. Be sure to have the 11-digit order number when you call. All claims and adjustments must be made WITHIN 60 DAYS OF SHIPMENT DATE.

ADDRESS TO RETURN MERCHANDISE... ATTN: RGM DEPT. Orvis Company Inc 1711 Blue Hills Drive. Roanoke VA 24012. Do not return merchandise without a Return Authorization number, obtainable from Dealer Services. Do not send rod and reel repairs to this Roanoke address.

RETURNS OF DEFECTIVE MERCHANDISE... Phone, mail, or email a list or filled-in RGM form listing the products you want to return to Dealer Services. RGM forms are available from Dealer Services at any time. Obtain a Return Authorization number from Dealer Services - enter the RA number on the RGM form, mark it on the outside of the box, and be sure the reason for the return is clearly marked next to each item on the form. Approval for all returns will be granted at the discretion of Orvis. DEFECTIVE ITEMS MUST BE RETURNED IN A SEPARATE PACKAGE FROM RETURN TO STOCK MERCHANDISE.

RETURNS OF OTHER MERCHANDISE... Phone, mail, or email a list or filled-in RGM form listing the products you want to return to Dealer Services. RGM forms are available from Dealer Services at any time. Enter the RA number on the RGM form, mark it on the outside of the box, and be sure the reason for the return is clearly marked next to each item on the form. Approval for all returns will be granted at the discretion of Orvis. Only current catalog merchandise may be returned for credit with a 15% restocking charge on all.

ROD AND REEL REPAIRS... Phone, mail, or email Dealer Services to request a repair authorization number. Rod repairs should be sent to ATTN: Orvis Rod Repair, 4182 Main St., Manchester VT 05254. Reel repairs should be sent to: ATTN: Orvis Reel Repair, 1709 Blue Hills Drive, Roanoke VA 24012. Include either a repair form (available from the dealer website or from Dealer Services) or a written copy of the repair authorization number, packed with the entire rod or reel, including any broken parts, in its case if possible. Rod and Reel repairs are charged a handling fee. Do not send return merchandise to this Vermont address.

PAYMENTS FOR INVOICES... If not paying through our online payment portal, please reference the invoice number on the check voucher. DO NOT PAY BY THE PACKING SLIP- REMIT ALL PAYMENTS MADE BY CHECK TO: The Orvis Company Inc. PO Box 841655 Dallas, TX 75284-1655 Parcel mailing address (if overnighting a check) The Orvis Company Inc. Bank of America Lockbox Services Lockbox 841655 1950 N. Stemmons Freeway Suite 5010 Dallas, TX 75284-1655 or pay invoices online using the dealer website.

GIFT CARD PROCESSING... Call the telephone number (800-242-5353) found on the back of the card to verify available balance. The balance must be redeemed in full at the dealership. To receive credit on your account after redemption, scan a copy of the gift card (or email the gift card number) to the Accounts Receivable team at AcctRecUS@ORVIS.com. A credit memo will be processed and added to your account to be applied to future invoices. Please note you must destroy the card once it has been redeemed.

CREDIT TERMS... Standard Terms are 2% 15 Net 30. Orders will be shipped on open account to all dealers to the extent of the credit line approved. Shipments will be suspended to accounts with any unpaid invoices 30 days old from date of said invoices. Accounts with overdue balances will be assigned to a collection agency. All charges incurred collecting a delinquent account must be paid by the account before further orders will be accepted.

EARLY ORDER TERMS... Specific dating, discounts, and volume qualifications for Early Order (Preseason) program orders will be made available prior to each season's Early Order program deadline. Dealer accounts must be current to have Early Orders released to be shipped. Dealers on credit hold have 30 days from requested EO ship date to bring account current to avoid cancellation of EO shipments on hold.

ACTUAL SHIPPING CHARGES PER SHIPMENT... Dealers will be billed actual shipping charges. You must specify the method of shipping for each order you place. Current orders will be combined with back orders wherever possible to minimize your shipping charges.

SHIPPING METHOD CHOICES ... Please specify one of the following methods of shipping when placing an order:

SERVICE

- Ground
- Overnight
- 2 Day
- 3 Day
- Same Day (orders placed and approved by 12 p.m. EST that day, limited to 10 items or less)