



DEALER SERVICES:
1711 BLUE HILLS DRIVE
PO BOX 12000 ROANOKE VA 24012
TEL: 800-451-4344 FAX: 800-442-2050
DEALERSPECIALISTRKE@ORVIS.COM

CORPORATE HEADQUARTERS:
178 CONSERVATION WAY
SUNDERLAND, VT 05250-4465
TEL: 802-362-3622 FAX: 802-362-8716
DEALER@ORVIS.COM

ORVIS DEALER WHOLESALE TERMS

Prices are subject to change without notice.

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

WHEN ORDERING... Place your order either through our dealer website at <http://dealer.orvis.com> or in Roanoke by PHONE, MAIL, FAX, or EMAIL. Please give your six-digit account number first, your store Name, City, and State, then the quantity, catalog 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 operator. 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

RETURNS OF DEFECTIVE MERCHANDISE..... Phone, mail, fax, or email a list or filled in RGM form listing the products you want to return to: Roanoke, Attn: Dealer Department. RGM forms are available from the Dealer Department at any time. Enter the RGM number on the return form, mark it on the outside of the box, be sure the reason for the return is clearly marked next to each item on the return. 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, fax, or email a list or filled in RGM form listing the products you want to return to: Roanoke, Attn: Dealer Department. RGM forms are available from the Dealer Department at any time. Enter the RGM number on the return form, mark it on the outside of the box, be sure the reason for the return is clearly marked next to each item on the return. 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.

SPECIAL ORDER MERCHANDISE... Please follow the same procedure for "other" merchandise returns to obtain an RGM number and the authorization for your return. Special order merchandise may be returned within 30 days, with no fee, if accompanied by the order number showing the return is within the 30-day period. Special order returns should be on a separate return form from any other return. Special order returns after 30 days will be offered only on current merchandise and subject to a 15% restocking fee.

ROD AND REEL REPAIRS... Phone, mail, fax, or email the Roanoke Dealer Department to request a repair authorization number. Rod or reel returns should be returned to ATTN: Rod and Reel Repair Department, Orvis 4182 Main St. Manchester, Vermont 05254. A complete letter of explanation or repair form (available from the Dealer Department operators) must be packed with the entire rod or reel, including any broken parts, in its case. Rod and Reel repairs are charged a handling fee.

BATTENKILL/GOKEY LUGGAGE... Phone, mail, fax, or email the Roanoke Dealer Department to request a repair authorization number. Send luggage repairs to: Orvis Gokey, Luggage Repair Department, 300 Moniteau Street, Tipton, MO 65081.

PAYMENT FROM INVOICE... Please include the bottom section of the invoice. This has the invoice number and the amount of the invoice that you are paying. **DO NOT PAY BY THE PACKING SLIP, REMIT ALL PAYMENTS WITH GIFT AND CREDIT CERTIFICATES AND COUPONS TO:** The Orvis Company Inc. Attn: Accounts Receivable 1711 Blue Hills Drive Roanoke, VA 24012.

PAYMENT FROM STATEMENT... Statements will be sent twice a month, once at mid-month and once at the end of the month. Return a copy of the statement with your payment. Please specify if you are deducting allowances from your statement. **REMIT ALL PAYMENTS WITH GIFT AND CREDIT CERTIFICATES AND COUPONS TO:** The Orvis Company Inc. Attn: Accounts Receivable 1711 Blue Hills Drive Roanoke, VA 24012.

CREDIT TERMS... 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.

FINANCE CHARGES... The finance charge is computed daily at an annual rate of 18% on past due invoices. **ALL FINANCE CHARGES** incurred by a past due balance **MUST BE PAID** in addition to the past due balance **BEFORE FURTHER ORDERS WILL BE RELEASED.**

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 AND CODES ... Please specify one of the following methods of shipping when placing an order:

<u>CDE</u>	<u>SERVICE</u>	<u>CODE</u>	<u>SERVICE</u>
GD	Fed Ex Ground	D3	Best Way Express (3 Day)
AD	Air Parcel Post Dealer	SD	Same Day Service Shipped Bestway - (orders placed and approved by 2 p.m. that day, limited to 10 items or less)
D1	Best Way Overnight		
D2	Best Way (2 Day)		