



SPRING FOOTWEAR corp.

House of European Comfort

TERMS & POLICIES

NEW ACCOUNTS: To open a new account with credit terms, the first order must consist of at least 72 pairs (36 Pairs for Spring Step Professional footwear accounts). Order must be accompanied by a completed and signed credit application. No exceptions will be allowed. All orders subject to approval by the Spring Footwear Credit Department. Accounts that do not meet this criteria may bill credit card—Visa, MasterCard, AMEX or Discover.

PRICES: All prices are F.O.B. Spring Footwear Warehouses and subject to change without notice.

PAYMENT TERMS: Our terms for approved accounts are Net 30 Days. Accounts with “Net 30” terms who opt to pay with a credit card will be charged a 3% service fee. Once an account is 30 days late, their orders will be on “hold” until payment is received. Accounts over 60 days late will be in jeopardy of losing their account status, and will only be shipped using Credit Card. In the event payment is not made as required, the account shall be delinquent and Buying Party may incur to Spring Footwear a service charge of 1.5% per month from the due date, plus any costs of collection, including attorneys’ fees. We will charge a \$25.00 NSF fee (Non-Sufficient Funds fee) for any check returned as uncollected or insufficient funds.

ORDERING AND DELIVERY: Call Spring Footwear toll-free at 1-800-962-0030 or send us a fax at 800-380-4516. Check out the latest styles on our website, www.springfootwear.com. Our Customer Service Representatives are available Monday-Friday, 9 a.m. to 6 p.m. Eastern Time. Please have your account number ready along with styles, sizes, colors, and quantities you need. We will ship your order with our preferred carrier unless otherwise indicated.

BACKORDERS: Spring Footwear will ship all backorders as they become available unless otherwise specified. If you do not wish to receive backorders, customers must include instructions to “Ship & Cancel”, or identify a Cancellation Date if orders are to be cancelled after a specified date.

SERVICE CHARGES: For all orders submitted via phone, email, or fax totaling less than six (6) pairs there is a service charge of \$5.00 per order. There is a \$5.00 service charge for all drop-ship orders.

RETURN POLICY: Spring Footwear Corp. requires that consumer returns and QA issues must be handled directly by our retail partners. We request that our partners resolve these issues and provide the best service possible to the customer. All returns should be pre-approved with a Returned Merchandise Authorization Form. The Return Authorization Number must be obtained by calling our Customer Service Department toll free at 1-800-962-0030. Merchandise returned without proper approval and documentation will be refused. Shoes returned are for inspection only. If footwear is deemed defective and cannot be repaired, Spring Footwear will issue a direct exchange. If the shoe can be repaired, we will repair it and send it back. Freight will be credited only if we find that an item is unworn and defective, or if it has been shipped as our error. No deductions are to be made on any outstanding Spring Footwear invoices for returned shoes until a credit memo is issued by Spring Footwear. Spring Footwear will not issue credit for merchandise that has been shop-worn/damaged due to being on display, bought at closeout prices, merchandise purchased in previous season, excessively worn, or any merchandise that has been altered or deliberately damaged. Special orders may be returned within 30 days of ship date. A \$3.00/pair handling charge will be assessed and freight must be prepaid. Claims for handling charges are not allowed.

TRANSSHIPMENT POLICY: Spring Footwear Corp. has a policy of selling only directly to selected retail outlets for resale by them to customers in such locations. Resale or transshipment of our products to another business or location contravenes that policy and terms and conditions of sale, and may result in termination of our business relationship.

CLAIM POLICY: Claims for discrepancies must be made within 5 days after receipt of the shipment. Original packaging material(s) must be kept, as delivered, until the claim is resolved. Images may be necessary.

CO-OP ADVERTISING: Please Contact our Customer Service Department for details.

