

# Customer Service Guide



## First-Time Customers

Welcome to Mountain Valley Paper Company. In order to set up your account, we need the following information: what type of store / business you have, your resale number, and your preferred payment terms for your first order. California customers are also required to submit a complete resale certificate.

## Minimum Orders

Minimum first-time order is \$250. Subsequent orders must total \$100 or more. Reorders under \$100 are subject to a \$20 handling fee.

## Selling Quantities

Our products are packaged in case packs. You must order in full selling quantities, as we will not break case packs. If you do not order in full selling quantities, we reserve the right to bring your order into compliance by decreasing or canceling the item(s) in question.

## Payment Terms

First orders for new accounts must be CREDIT CARD or PREPAID; American Express, Discover, Visa or MasterCard accepted. Accounts may apply for credit terms of Net 30. We require four trade references and one bank reference. Otherwise, you should indicate whether you prefer COD or credit card. Accounts inactive for 12 months or longer must submit new references. We charge a \$20 fee for returned payment checks.

## Credit Cards

We accept Visa, MasterCard, Discover and American Express. We highly recommend payment by credit card. We don't charge your credit card until the day your order ships. Depending on your credit card's billing cycle you will have at least 30 days and up to 60 days to pay for your merchandise. You can even choose a financing option to further extend payment. Most credit cards provide statements to facilitate your bookkeeping and may reward you with free travel, merchandise or cash back.

## Special Services

Same-day shipping is available most days for a \$10 rush charge. Please phone in rush orders by noon Pacific Standard Time.

## Shipping

All orders are shipped freight prepaid and add FOB South San Francisco, CA unless you specify otherwise. If you do not specify routing instructions, we will ship by the cheapest / best method. **Freight charges are based on the weight of your total order, plus a handling & packaging fee of \$6 to \$8 per carton.** We do our best to pack full sheets with care so your shipment arrives undamaged. Please inquire for details about how we pack paper and options we offer.

## Refused Shipments

Refused shipments are subject to a 20% restocking fee. If you choose to refuse a portion or all of a COD shipment at the time of delivery, you will be responsible for all freight costs incurred by Mountain Valley Paper Company, in addition to the 20% restocking fee.

## Backorders

Partial shipment will be held until at least \$50 of merchandise is available. We ship backorders under the same payment terms as the original shipment (including COD). Backorders will be canceled 60 days after first shipment or when under \$50 unless you specify otherwise. These policies are not applied to new introductions whose availability date is later than the ship date of your order – we will ship new product as ready, even under \$50 or more than 60 days after your original ship date.

## Returns

You may return merchandise up to 30 days after you receive it. You assume the freight costs for the return shipment and a 10% restocking fee will be charged to your account. All returns must be reported to our customer service department, and all return shipment boxes must be marked with the Return Merchandise Authorization number that we provide. We will credit your account only for merchandise that has been reported to us and then received by us in good condition. Additional fees apply if merchandise is not in original packaging or if items have your retail stickers.

## Damage Claims

Please inspect your merchandise upon receipt and report any problems to us right away so that we may correct them. In every case, we require damages or defects to be reported within 30 days or the date you receive the merchandise. Please phone or fax us, we will issue a Return Merchandise Authorization number. If we recall the merchandise, please mark each box with your RMA number. If we ask that you keep the product, please dispose of it or donate it to a local charity. Always note your RMA number on your invoice to authorize the deduction of the cost of damages / defective goods.

## Product Quality

We stand behind the quality of every one of our products. Please remember that many of our products are handmade by craftsman around the world. Variations in color and finish are expected. If you find any item that does not fit within these guidelines, please call us for satisfactory resolution.

## Prices & Terms

Subject to change without notification

## Customer Service

Toll Free: (866) 292-6601 – Monday through Friday 9:00am to 5:00pm Pacific Time

## How To Order

Toll Free phone/fax: (866) 262-6601

Optional Fax (415) 692-4985

Mail: 400 Forbes Blvd. Unit 3

South San Francisco, CA 94080

E-Mail: [info@mvpaper.com](mailto:info@mvpaper.com)

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[www.mvpaper.com](http://www.mvpaper.com)