



North America Commercial Policy

Independent Yarn Channel

Effective April 1, 2022

TRADE AREAS

United States: DMC, Sirdar, Rowan, Wool & The Gang and Regia branded products can be sold in the US market.

Canada: Only Sirdar, Rowan, Wool & The Gang and Regia branded products may be sold into the Canadian market. DMC branded products are to be sold in the US market only and are not to be exported directly or sold to others for export either to Canada, the European Union, Mexico, or other countries of the world.

*****E-Commerce:*** Any retail customer who is selling DMC-branded products on their own e-commerce site, must post the following statement on their websites: “DMC-branded products are available for sale and purchase only within North America and cannot be purchased, sold or shipped outside of North America.”

PRICES

Prices are subject to change without notice. Merchandise will be shipped and invoiced at prices in effect at time of shipment.

ORDERS

To help prevent any order errors, please use the designated DMC Order Form when placing orders. All orders must include article number, color number, description, and quantity in eaches (divisible by the inner unit quantity).

MINIMUM ORDER LEVEL

All orders must meet or exceed \$250.00 gross value.

FREIGHT

The DMC Corporation will pay the standard transportation costs for orders with an invoice value of \$1,000 (net) or over, shipped to a single location. DMC reserves the right to ship via the carrier of our choice. Any special freight requests (next day air, for example) will be charged to the customer.

Any orders with an invoice value of under \$1,000 net will be billed freight charges. All freight costs will be added to the invoice. DMC does not pay inside delivery charges.

For Canadian orders, DMC will continue to pay any applicable taxes and duties at the border to clear goods. Customers will continue to be responsible for freight from the border to the final destination. Applicable Canadian taxes will be added to your invoice.

TERMS:

1) Replenishment orders:

DMC will no longer offer payment terms above net 30 days. If you had previous terms above 30 days or staggered payment terms these are no longer offered, all accounts revert to net 30 days. Past due invoices shall bear a late charge of 1.5% per month or the maximum amount permitted by law, whichever is less.

Payments must be made by check (if you have credit terms with DMC) or ACH net 30 days; OR payment by credit card upon invoice date, adhering to the credit card terms on page 3 of this policy as they relate to those types of payments. **If a customer has not been granted payment terms, they must pay by credit card.

2) Launch orders:

Upon **pre-approval**, terms of payment for any orders considered to be part of a seasonal launch will be given net 30/60/90 days from the invoice date. There is a minimum order value of \$5,000 to be granted these extended terms. Again, if a customer has not been granted payment terms with DMC, they must pay by credit card upon invoice date and extended terms will not be granted.

Launch terms of 30/60/90 must be written on the order by the sales rep when submitting orders to DMC.

**One order per brand for the seasonal launch will be given these special terms; this will not be available for multiple orders.

MINIMUM ORDER QUANTITIES BY SKU

DMC will no longer ship individual items for any of our brands, all orders must be for complete packs only (i.e., a bag of yarn, a box of floss, etc. no singles of any products will be sold).

BACKORDERS

When it is not possible to ship an order complete, DMC will pre-pay all shipping charges on the back-ordered items if the original order was eligible for free freight.

CLAIMS AND RETURNS

All order exceptions (overages/shortages from & damage to) must be clearly noted on the delivery receipt. Improper notations and signatures on the delivery receipt are the cause of many claim controversies. The customer is responsible to END THE SHIPMENT CORRECTLY. Also, damaged freight should **not** be refused unless it is deemed to be "practically worthless." Photographs of damaged goods must be provided to address each situation accordingly.

Any order that is deemed damaged upon receipt must be reported to customer service at DMC by email within 10 calendar days of receiving the shipment. DMC will **not** accept any shortage or damage claims after the 10 days have expired. Information must include the following: Customer purchase order number, DMC order number and ship date, Details of exceptions including Article/color/quantities on original PO, packing list and product received, Freight carrier and PRO/Tracking #.

If you received a product that you did not order, contact Customer Service within 30 days of invoice date to request a Return Authorization Number. This product must be in the original packaging and re-sellable.

If the return is based on a damaged item or incorrect shipment, DMC will pay the shipping and provide a prepaid UPS label. No collect shipments are allowed. No re-stocking charges will be assessed.

DMC does not guarantee sale and will not accept returns for products that do not sell or are considered excess inventory.

All returns must be assigned a DMC Return Authorization Number (provided by DMC customer service). The DMC Return Authorization Number must be included on all returned cartons and correspondence. Any return without a DMC Return Authorization Number will be refused. Mark each carton with the RA Number and indicate the number of cartons being returned (i.e., 1 of 2, 2 of 2). UNMARKED CARTONS WILL CAUSE A CREDIT DELAY.

CREDIT CARD PAYMENTS

Please note that if you choose to pay using a credit card, the full invoice amount will be charged as a one-time payment at the time of invoice. **DMC can no longer offer multiple credit card payments for a single order/transaction. There will be no terms allowed for credit card payments, the credit card payment is due upon invoice.**

If you are an auto charge customer your credit card will continue to be charged the full amount of the order immediately upon invoicing. If you no longer want this payment arrangement and wish to pay by check or ACH, please contact your CSR to determine if you have been granted payment terms from DMC.

DETAILS FOR CHECK AND ACH PAYMENTS:

For US customers please Remit Checks for Lockbox Deposit:

Regular US Mail:

THE DOLLFUS MIEG COMPANY INC

PO Box 200049

PITTSBURGH PA 15251-0049

***For Canadian customers please mail Checks via regular mail or Courier to:**

The DMC Corporation

Attn: Accounts Receivable

86 Northfield Ave

Edison, NJ 08837

US only Via Courier (UPS, FedEx, DHL):

THE DOLLFUS MIEG COMPANY INC

Lockbox: 200049

500 Ross St 154-0455

Pittsburgh PA 15262-001

ACH/WIRE INSTRUCTIONS

BANK: Bank of the West

Global Payment Services

13300 Crossroads Parkway North

City of Industry, CA 91746

ABA NO: 121100782 (ACH and Wires ONLY)

SWIFT NO: BWSTUS66 (Swift Code-International Wires ONLY)

ACCOUNT NUMBER: 061762720

LEGAL NAME: The Dollfus Mieg Company, Inc.

The DMC Corporation

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