

nora fleming retail partners terms & conditions (please read carefully for 2022 changes)

opening an account

All new account prospects (including multiple locations) must be reviewed and approved by the nora fleming team. We reserve the right to approve or deny a potential nora fleming retailer partner based on a number of criteria, including how the nora fleming brand would be reflected and represented. We have established an opening order to provide a new retail partner with our top sellers and a representative sample of product. A retail partner may add but not subtract from this opening order. The cost is approximately \$1200.

territory protection

Our goal is to establish nora fleming retail partners to meet demand for our products without over-saturating any territories. As such, we will approve or deny locations at our sole discretion. Approval for one location does not indicate implied consent for other locations. If you move or add additional locations, you must contact us prior to carrying nora fleming in a new/ additional location. Minimum annual purchases of \$3500 are also required to ensure territory protection. If this minimum is not met, territory protection will no longer apply.

payment/terms

A valid credit card must be on file for all accounts. Your initial order must be paid by credit card. After your first order we will offer you the following payment options:

Net30: Payment due within 30 days of invoice. Late invoices will be charged to card on file. Charge30: Invoice will be charged to the card on file on the due date. Credit Card: Invoice will be charged at time of invoicing. nora fleming promos for retailers may not be combined.

e-commerce

As a nora fleming retail partner, if you maintain an independent e-commerce website, you are welcome to include nora fleming products. Retail partner/s may not use a national or global open market platform (for example, eBay, Amazon, Facebook, Instagram, or Pinterest). We reserve the right to immediately terminate any retail partner/s not in compliance with these terms. Retailers must operate a brick & mortar store—retailers must not be solely e-commerce based.

MSRP

All nora fleming products must be sold at the MSRP that nora fleming has established. This applies to billboards, newspapers, magazines, direct mail, e-commerce, social media channels, and retail partner websites. nora fleming must be excluded from all promotions and coupons. nora fleming reserves the right to hold orders and/or close the account of any retailers found in violation.

availability & backorders

Order verifications are sent out every evening. Please review this email for availability and back-order dates. If you have any questions about your order or want to change it, please contact us by phone or email within 24 hours so we can help with any questions you have. Backorders will be retained unless we are otherwise notified.

reorders

Our minimum on reorders is \$100.

shipping information

We use UPS for our shipments and charge a 14% flat fee on the total dollar amount of the invoice on all orders. We do not use a retail partner's shipping account number—there are no exceptions to this provision. Orders placed that are over \$3000 will receive free shipping if we can send the order via freight on a pallet. However, if you require liftgate service for your freight shipment, there is an additional \$100 charge.

cancellations/returns/refusals

Canceled orders that have already been packed are subject to a 20% restocking fee. Returns and refusals will be charged for the return shipping and the restocking fee.

damages

We ensure that our products leave our warehouse without damage and packed adequately for shipment. Upon receipt of your order, please open all shipments immediately and inspect them for damage. Within 14 days, please notify us (including an order number and images of the products in question) at claims@norafleming.com. We will let you know if we need items shipped back or photos emailed of the damages for inspection. Please note that our minis are hand-crafted, and hand painted. As such, there will be some measure of variation between pieces, even between minis of the same SKU. Please take this into consideration before reporting an item as damaged or defective. After 14 days no credits will be issued.

display

A mandatory display piece which best showcases the minis safely and securely is included with the opening order. 15 free minis are also included with this display to offset the cost. Once your display is set up and filled (we recommend white navy beans) please send a picture to orders@norafleming.com to receive 15 more orange flower power minis on your next reorder. We will also showcase your display on our Facebook page to alert customers near you that you are now carrying the line.

use of images

All approved retail partners are encouraged to download, print, and use for promotion the lifestyle images that are available via Dropbox.

signings & events

In the spring and the fall, Nora visits retail partners to hold signing events. During a two-hour timeframe, she personalizes platters and visits with customers. We offer limited edition minis which are only available as promotional items at events which encourages long-time collectors to purchase new pieces and to attend events. Signings are extremely limited in their number. For more information or to request a signing, please contact michelle@norafleming.com.

marketing partnerships

nora fleming enjoys working with media, blog partners, and other small companies who wish to feature our products. If you are interested in featuring us, please contact michelle@norafleming.com

trade shows

- Atlanta - showroom building 2, floor 9, 915B • Las Vegas - showroom C-185 • Dallas - TM2050

contact info mailing address: 3 Grant Square #104 Hinsdale, IL 60521

office phone 630 231 2500

office fax 630 231 5031

billing & invoices: AR@norafleming.com

claims: claims@norafleming.com

customer relations: helen@norafleming.com

marketing, images & signings: michelle@norafleming.com

product development & partnerships: janice@norafleming.com

sales & sales reps: christina@norafleming.com

shipping & operational support: chris@norafleming.com

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