



### **To Place an Order**

Orders may be placed through your sales rep or directly with us via mail, fax, telephone or e-mail, using the following contact information:

**Up With Paper, LLC  
6049 Hi-Tek Court  
Mason, OH 45040-2603**

Phone: 1-800-852-7677 / 513-759-7473 (Please use Extension 1 to place an order.)

Fax: 1-800-293-8471 / 513-336-3119

E-Mail: [info@upwithpaper.com](mailto:info@upwithpaper.com) or [info@uwpluxe.com](mailto:info@uwpluxe.com)

### **Minimum Orders**

• Up With Paper's minimum opening order is \$200.00. UWP Luxe's minimum opening order is \$250.00. Minimum re-orders are \$100.00. Products must be ordered in units of six per SKU, unless otherwise noted in our catalogs or online. Orders below the minimum are subject to a \$10.00 service fee. All product pricing may be found in our catalogs and/or on our websites.

### **Shipping and Handling**

•All orders are shipped UPS Ground (in continental US) unless other shipping terms are requested in advance. The customer is responsible for all shipping charges.  
•Rush orders and/or other "special handling" requirements are subject to a \$10.00 service charge.

### **Terms and Conditions**

•The following payment terms are accepted: pre-payment by credit card (VISA®, MasterCard® and American Express®), and Net 30 Terms (with pre-approved credit). Sorry, C.O.D. terms are not accepted.  
•New customers must provide three credit references for Net 30 terms (please allow two weeks for final approval). Accounts that do not provide credit references will be placed on pre-paid terms. In order to facilitate the shipment of new orders in a timely fashion, credit card payment is encouraged for first-time orders.  
•Customers with outstanding, past due balances will be placed on credit hold until their account is current, and are subject to having their payment terms revoked. All credits become null and void. The customer agrees to pay all collection costs, service charges, finance charges, attorney's costs, required to collect the payment due.  
•A \$25.00 handling fee will be charged on all returned checks.  
•No returns will be accepted without a Return Authorization Number, which may be obtained from your local sales representative or from your Up With Paper customer service team member. Returned merchandise will be inspected in our warehouse. Product must be in resalable condition with no price stickers, and returns must be received by the stated return date for each holiday for full credit, and program invoice must be paid according to terms to qualify for returns privilege. All credits issued are to be applied toward future purchases only. Credits are not automatically applied; credits are only applied at the customer's direction. Credits must be used within nine months of issuance. NO CASH REFUNDS. UWP Luxe merchandise is not returnable.  
• Up With Paper Seasonal Returns - One hundred percent (100%) of order exchangeable after the holiday for merchandise credit only for those customers who have signed up for the Four Seasons Program and/or carry twenty-eight pockets (or more) of our everyday cards. Additional cards ordered in excess of the pre-pack quantities are considered open stock, which is not returnable.  
•Claims for overages and shortages must be reported within 5 working days of receipt of merchandise to Up With Paper.  
•Any damaged merchandise claims shall be filed with the freight carrier within 3 working days. Up With Paper assumes no responsibility for damage caused by freight forwarders, carrier U.P.S., Parcel Post, etc. Any claim for damage must be settled by the carrier.  
•Up with Paper will not be held responsible for any charge back fees which are not previously approved by this office in writing.  
•"Display" cards are for display purposes only and not meant for resale. Display (Sample) cards are only provided on the Up With Paper line at the customer's request.  
•Prices and availability are subject to change without notice.  
•By placing an order with Up With Paper and/or by accepting delivery of our product you agree to be bound by all Terms and Conditions listed herein and elsewhere in our information sheets. Please contact our office immediately if you have any questions regarding our Terms & Conditions policy.