



Bar H Equine 2016 Policies and Procedures

Hours: Bar H Equine is open for business Monday through Friday 8:30am-5:30pm CST.

Holidays: The Bar H Equine office is closed in observance of the following holidays; Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve Day, Christmas Day and New Year's Day.

Orders: Orders may be placed by phone 817-594-9820, by fax 817-594-9824 or by email orders@barhequine.com. You may also contact your salesman.

Dealer Requirements: Opening orders must be a minimum of \$1,000. Opening orders must be paid by COD or credit card, unless approved by Bar H Equine Admin. All dealers must maintain a minimum of \$2000 in Bar H purchases each year to remain an active account. Authorized dealers must have a retail store open to the walk-in buying public with regular daily store hours.

Internet Sales: Bar H Equine requests that each item placed on an ecommerce site by a retailer be inventoried in the store. Bar H is not responsible for a cancelled order or dissatisfied customer of an order that is backordered in our warehouse but pre-paid on the retailer's website.

Backorders: If an item is not in stock at the time of shipping, the unshipped items will be placed on back order and sent at a later date. If you wish to have your backorders cancelled, please contact us, so we may mark your account correctly. Bar H will not refund shipping on backorders if the account is not noted NO BACKORDERS. Bar H Equine will close any open sales orders containing back orders that are over 90 days unless otherwise requested by retailer. Retailer must then reorder the backorder item.

Discontinued Items: Bar H Equine will select items each January 1st that will be discontinued. These items may still be in the warehouse but they are not in the catalog. Each retailer can ask for a list of these items at a discounted rate at any time. But these sales are final and there are no backorders on discontinued items.

Warranty: All Bar H Equine products come with a 100% guarantee of quality. If you are not absolutely satisfied with the materials or craftsmanship, you may call for a return authorization number within 30 days of receiving the item. Any damaged returns from an item a retailer sold must be handle by the retailer. Bar H will not work personally with a customer on leather strap, accessories or conchos. All repairs and replacements must be worked through a retail partner.

Returns: All returned merchandise will be credited to your account for future orders, no cash refunds will be offered by Bar H Equine. All returns must be pre-approved prior to sending product back. Each return must be assigned an RA# from the Bar H Office before shipping. A form will be faxed with appropriate instructions. Each return shipment must have RA# clearly written on outside of box or the shipment will be returned to sender.

Credit will only be given on items purchased from Bar H Equine within the last 30 days. Bar H Equine will not credit dealer shipping charges on returns. All returns must be made with a return label/call-tag provided by Bar H Equine.

We do not accept returns for custom made items, sale, clearance, closeout or special order items. We do not refund your original shipping charges. Bar H Saddles and Tack, Red River Saddles and Gypsy Tails are all considered special orders and are not eligible for return. No Exceptions.

All claims for shortages, damages, etc. (by the retailer) must be made within 3 days of receipt of merchandise.

Drop Shipments: Bar H Equine is happy to provide a service to our retailers for drop shipping. Each drop ship request will have a \$5 charge added to the order

Special Instructions: Bar H Equine ships each shipment using Fed Ex. If you have special instructions for your shipment through another carrier, please let us know at the time of the order and we will note your account. Any carrier other than Fed Ex will receive a minimal handling charge per shipment.

Price Increases: Bar H Equine has the right to increase pricing at any time throughout the calendar year. However Bar H Equine will reserve that right for January 1st each year. Only those retailers with a signed agreement to hold pricing for a designated time will these changes be negotiable. Agreements to hold pricing requires a written agreement from a Bar H Equine Admin and a minimum order agreement by the retailer.

NSF Payments: All NSF checks are subject to a \$50 NSF fee. This will be added to the invoice that the check was paying for. After two NSF charges, the retailer must pay by credit card or COD.

Default Accounts: Bar H Equine will send two statements to retailers that are in payment default per their agreed terms (one at 30 days past due and one at 45 days past due). If the balance is not paid in full by 60 days past due, **Bar H Equine will add a 10% charge to the entire balance due.** At 90 days, Bar H Equine reserves the right to charge the balance due, plus finance charges, to the card on file. If that charge does not go through, the retailer will be sent to collections. Once the retailer is in collection status, the account is suspended. The retailer must re-open the account with a \$1000 order and pay by credit card or COD. NO EXCEPTIONS.

Late Payment Fees: Bar H Equine will charge a late payment fee of 10% to ALL customers 60 days or more. At 30 days a reminder statement will be mailed.

MAP Pricing: Bar H Equine has established a minimum advertised price and manufacturer's suggested retail price on each item in the Bar H Equine inventory. Our active accounts should not advertise any item on the internet, in a catalog or print ad at any price lower than 90% of MSRP.

Country of Origin: Bar H Equine works with multiple manufacturers to develop the entire product line. These manufacturers are located here in Texas, India, China and Mexico. Each item that is sent from the Bar H Warehouse, sold off the Bar H Trailer or sold at any Bar H Equine sponsored event will be clearly marked with the country of origin. Retailers must refer to USC 1304 Title 19 for more information as to the responsibilities to maintain the label on all merchandise.

*** Bar H Equine reserves the right to refuse sale to any store without cause*