

ORDERING INFORMATION

A valid business license and reseller's permit must be faxed, emailed or mailed to our office before you can open an account with True~Blue's RHOyalties, Inc.

NO EXCEPTIONS WILL BE MADE!!!!!!

MINIMUMS:

First Order: A minimum of \$300 is required for all first time customers.

Reorders: After you initial order, a minimum order of \$100 is required . Orders under \$100 will be subject to a \$10 ordering fee.

DROP SHIPPING:

TBR is happy to drop ship for you! We charge a handling fee of \$5 per order. You order will be shipped within 24 hours and tracking information is emailed to you when the order is shipped. We DO NOT include any paper work or any of our company information with your order. We use your address as the return address and we make it discreet for those of you who request it.

RETURN POLICY:

Return Authorization: All returns require a return authorization number (RA#). Any returns sent to TBR without a RA# will be refused! To obtain an RA#, please call our office and we will be happy to assist you. A 15% restocking fee is applied to all returns, unless, it is due to manufacturing defect or shipping error. An RA# is valid for two weeks. After two weeks, the RA# will be voided.

Worn Merchandise: Worn goods WILL NOT be accepted unless TBR deems the item is defective! Any worn items returned to TBR without authorization will be sent back at the customer's expense. We recommend trying the shoes on carpet to help prevent scratches on the soles.

Defective Merchandise: If you receive damaged or defective merchandise, please call our office to obtain a RA# within 30 days of the receipt. We will be happy to exchange it for your. All returns are thoroughly inspected by TBR. Returns are good for exchange or credit to your account only. No refunds will be given!

NO RETURNS WILL BE ACCEPTED ON CLOSEOUT ITEMS.

Refused Shipments: All refused shipments will be charged a 15% restocking fee plus freight charges that may be incurred.

PAYMENT:

For the first few orders, we will only accept cashier check, money order, credit card or PayPal. You may request to pay with a company check after the first 3 purchases have been completed.

Returned Checks: All returned checks will result in a \$50 service charge.

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