

TERMS AND CONDITIONS

ORDERING

1. By Fax: 1 (213) 747-0677

2. By E-mail: sales@DonnaDiCapri.com

3. By Phone: 1 (213) 747-0600

Please always remember to reference your account number when ordering.

MINIMUM ORDER

NORTH AMERICA: \$250 per order per delivery per address;

PACKAGING

STANDARD PACKAGING: Donna di Capri products are primarily packaged with a hanger and in a Donna di Capri poly-bag. There are hangtag and price ticket on each piece of garment. Donna di Capri offers customized packaging and special packaging requirement for customers.

LEAD TIME & DELIVERY

FOR IMMEDIATE DELIVERY ITEMS:

NORTH AMERICA: Orders are processed and shipped out within 5 business days;

FOR INITIAL DELIVERY OF NEW ITEMS:

Please contact us at (213) 747-0600, sales@DonnaDiCapri.com, or our regional sales representatives to get initial delivery schedule of new items.

PAYMENT METHOD

- Credit Card Purchase: Visa / Master card / AMEX / Discover card (for all customer accounts);
- Net 30 Term (for approved accounts only): Credit Card / Company Check / T. T. / Cashier Check / Money Order

Please make checks/Money Order/Cashier Check payable to “Donna di Capri”.

PROMOTIONAL, SALE AND CLOSEOUT ITEMS

Donna di Capri occasionally has sale promotions and items to offer at discounted prices. If interested, contact us at (213) 747-0600 or sales@DonnaDiCapri.com for styles, pricing and availability.

- No additional discounts apply.
- Sale products are non-returnable and non-refundable.
- All discounted items are sold as packaged.

FREIGHT

- Customers are responsible for shipping charges. Donna di Capri will include the shipping charges in the billing invoices;

- Customers are responsible for freight charges if a special delivery or express shipping services are requested;
- Customers are responsible for the freight charges of returned goods.

FREIGHT CLAIMS

In the event your shipment from Donna di Capri has been delayed and/or damaged by the freight carrier, please follow the instructions listed below to ensure proper reimbursement. **DO NOT REFUSE THE SHIPMENT** or you will lose your right to file a claim. Please contact our office within 24 hours of receiving your delayed/damaged order to receive your claim number.

- When the product is delivered, note any box damage on the air-bill.
- If interior damage is suspected, unpack the damaged boxes while the carrier is still present to show them any interior damage.
- Record the damage on the air-bill and call the courier to report the damage. Be prepared to give the air-bill number to their representative and the dollar amount of damage. Be sure to get the name of the representative you speak with for your records.
- Once your claim has been filed, notify Donna di Capri by contacting the following regional offices:

By Phone: 1 (213) 747-0600

By Fax: 1 (213) 747-0677

By E-mail: sales@DonnaDiCapri.com

- **HELPFUL HINT:** Taking photos of the damaged product is an excellent way to support your claim.
- **NOTE:** No matter what transportation method is used, Donna di Capri is not liable for any damaged shipments.

Donna di Capri will ship all freight claim replacement orders at the expense of the customer.

RETURNS / REPLACEMENT / REFUND

Returns or replacement of goods are only available for products that have quality problems. Customers must notify Donna di Capri for any quality problem of products within 10 business days after receiving the goods. No returns or replacement requests are acceptable for products received more than 10 business days. Requests for return/replacement authorization must be made directly to Donna di Capri by calling the regional offices. No Donna di Capri sales representative has the authority to authorize the return/replacement of any product for any reason.

When calling for return/replacement authorization, please have the following information ready: store name and address, account number, style number, size, color, quantity, reason for return and the invoice number on which the returned/replaced product was originally billed. No returns will be given on sale, promotional and discounted merchandise. Each package sent for return/replacement must have the return/replacement

authorization number provided by Donna di Capri clearly marked on the outside of the package. Returns are to be shipped to the following locations:

Donna di Capri Lingerie
Return & Replacement
1200 Santee St. Suite 400
Los Angeles, CA 90015
Tel: (213) 747-0600
Fax: (213) 747-0677
E-mail: sales@DonnaDiCapri.com

Merchandise will be returned at customer's expense if returned without prior approval; if the return authorization number is not clearly marked on the outside of the package; or if the merchandise does not match the original request in quantity, size, style or color. A 10% service charge will be applied to all returns except in the instance of defective merchandise or shipping errors.

No refunds are available for any Donna di Capri purchase. Store credits will be issued for future purchase by our regional office for approved returned merchandise.

CANCELLED ORDERS / REFUSED SHIPMENT

Customers are not supposed to cancel orders or refuse shipment after placing an order for Donna di Capri products. All U.S. cancelled orders or refused shipment will be subject to a 20% restocking fee plus shipping charges.

REMIT TO

Please address PAYMENTS to:

Donna di Capri Lingerie
Return & Replacement
1200 Santee St. Suite 400
Los Angeles, CA 90015
Tel: (213) 747-0600
Fax: (213) 747-0677
E-mail: sales@DonnaDiCapri.com

COOPERATIVE ADVERTISING

Currently, Donna di Capri Lingerie doesn't offer cooperative advertising.

RETAILERS WHO SELL VIA CATALOG OR WEBSITE

We strongly recommend that customers contact Donna di Capri Lingerie or our regional sales representatives prior to selecting products for inclusion in mail-order catalogs, brochures or web sites to confirm that the product(s) will continue to be available for the life of the publication. In some instances, product, color or size selection may be discontinued without prior notice.

A free Donna di Capri Product CD is available upon request.

INTERNET IMAGES

Images of our product are available for use on your internet website. Product images of new items are generally released one month prior to the initial delivery of the items.

Please contact our regional offices or our sales representatives for the releasing time of product images of each item and request that a Product CD be sent to you.

We do not allow copying our images from our web site or printed catalogs and literature. Donna di Capri Lingerie does not offer compensation for web site services including, but not limited to, placement fees and graphic design.

PRIVACY POLICY

Unless otherwise noted, product names, designs, logos, text and images are the trademarks, service marks, trade names, copyrights or other property of Donna di Capri Lingerie. All other trademarks are the property of their perspective owners. Nothing may be used, reused, modified or distributed for public or commercial purposes without the written permission of Donna di Capri Lingerie.