

**Levels of Discovery LLC**  
**2009 Wholesale Customer Policies**

**Customer Service:**

Hours: Monday-Friday 8:00 a.m. – 4:00 p.m. CST

Toll-free telephone number: 1-866-980-2536

Toll-free fax number: 1-866-980-2489

[www.levelsofdiscovery.com](http://www.levelsofdiscovery.com)

E-mail: [info@levelsofdiscovery.com](mailto:info@levelsofdiscovery.com)

**New Accounts:**

- A re-sale tax ID number is required
- A new account form must be completed and approved for credit
- Minimum initial order = \$250 wholesale (Does not apply to Drop Ship accounts)

**Re-orders:**

Minimum re-order = \$100 wholesale (Does not apply to Drop Ship accounts)

**Payment Options:**

- Net 30 with approved credit application
- We accept Visa, MasterCard and Discover.
- All payments are due 30 days after shipping. Any accounts that are past due will not be shipped new orders until all past due invoices are current.
- Any accounts past due over 90 days will be given to our collection agents and will be subject to a 1 ½% per month late payment fee plus all collection and attorney's fees.

**Prices & Return Policy:**

- Prices are wholesale FOB Roselle, Illinois, and are subject to change without notice.
- All sales are final. Any exception to this policy must receive written approval by Levels of Discovery management, with retailer responsible for both outbound and inbound freight on entire order, plus a 15% of wholesale price re-stocking fee.

**Delivery & Shipping Charges:**

- Credit card orders: Actual freight and handling charges will be charged to the credit card at time of shipment.
- Items will normally be shipped via UPS Ground for the 48 contiguous states.
- Upon request, we will provide UPS Next Day, Second Day and Third Day delivery service at customer's expense. Please call 1-866-980-2536 to speak with a Customer Service representative for details and rate information.

**Claims:**

- All claims must be made within 45 days of receipt.
- To return an item that has been damaged or is defective, please call our toll-free customer service number (866-980-2536) and we will be happy to assist you.
- If you have assembled the item, please disassemble and carefully repack all pieces and hardware in their original packaging to avoid damage. Items damaged due to return shipping will not be refunded/replaced.
- Return the item to: Levels of Discovery, c/o Tripar, Inc. – 20 Presidential Drive, Roselle, IL 60172. Please call our toll-free customer service number (866-980-2536) with any questions.
- Note: Shipping and handling charges are not refundable.

*I have read and agree to abide by all of the policies and procedures listed above. I have also read and agree to abide by the "Promises and Expectations" policies document.*

Name of account: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name & Title: \_\_\_\_\_

**Please sign this form and return with other new account forms to:**

**Levels of Discovery – Attn: Sophie**

**Toll-free fax: 866-980-2489 E-mail: [sales@levelsofdiscovery.com](mailto:sales@levelsofdiscovery.com)**