

Sales Hours:**Monday thru Friday: 8:00 to 5:00 Central****Warehouse Pickups: 8:00 to 4:30****We are closed for the following Holidays:****New Years Day - Memorial Day - Independence Day - Labor Day - Thanksgiving (Thurs. & Friday) - Christmas Day**

BUSINESS TERMS & CONDITIONS

Welcome to The Hollander Glass wholesale catalog. Our selling policy is strictly wholesale to the trade only. That means we are a business that sells only to other businesses in our related field. This brings up an interesting (if not difficult) question. What is a business? Webster's dictionary defines a business as "employment; profession; vocation; any occupation for a livelihood." We agree with that definition and that is what you must be in order to purchase from us. You must be actively involved in selling your work (or re-selling product) to the general public through some sort of commercial venue, with the primary motive of profit (livelihood) at its core. Sounds like a business doesn't it? We firmly adhere to this policy because we can only succeed if you do; and you cannot prosper if your retail customers are buying wholesale. We greatly value our customers, so please understand and respect our diligence on this issue. In return, you may be confident that you will not meet your customers at Hollander! It is your responsibility to prove to us that you are a business, below is a list of some things we require to help us define and understand your business. Regardless of any or all of the qualifying conditions being met, we reserve the right to make the final decision regarding the establishment of a wholesale account.

How to Qualify

- You must be involved in the "glass trade" in some way. We will provide you with one of our "business profile" forms which must be fully completed and signed by the business owner(s).
- A state resale tax permit and a city / county business license (if available) registered to the company name on the above form along with a signed "tax exemption certificate" (a blank one is provided on the back of the above form).
- Any other evidence you can provide indicating your involvement in a professional business. For example, business card, letterhead, business phone listing and/or yellow pages ad, business checks, sales receipts or invoices indicating resale of product, a copy of your state sales tax return form showing evidence of sales. You get the idea. Any or all of these things will help.

How to Order

In Person — 5455 Guhn Road, Houston, TX 77040 — Hand-pick your own order from our "supermarket style" shopping center. This is still the only way to get exactly the right piece of glass for your discriminating eye, plus it's a great way to see all the new products available. If your in a hurry, call or fax your order a day or two ahead and we will have it ready in our "will-call" area.

By Phone — (713) 460-0045 or toll free (800) 421-0449 — Call us with your order any time between 8 am & 5 pm Monday through Friday and a friendly Hollander staff member will take your order and help any way they can.

By Fax — (713) 462-3646 — It eliminates "verbal order mistakes" and you have a copy of your order and time sent to hold us accountable. Plus you can send it anytime night or day.

By E-mail — texas@hollanderglass.com — The most efficient way to order 24 hours a day and still retain an exact copy of your order..

Money Matters

- All first time orders for glass and supplies must be a minimum of \$600.00 and must be pre-paid or paid for at time of pick-up. We will not automatically waive our minimum even with proof of purchase from another "wholesaler".
- All glass and supply orders thereafter must be a minimum of \$100.00.
- Orders which do not include glass or are will-call orders for customers with an open account, are minimum \$75.00.
- The only exception to the above minimum is for glass sent via U.P.S. (see "How to get your order").
- You must purchase at least \$1000 per year to remain an active customer and failure to maintain this level will necessitate re-application prior to making future purchases.
- We will set up a "Net 30 days" open charge account for you, if you qualify. You must fill out, sign and return one of our "H.G. Credit Applications" and allow 4 to 6 weeks for processing. We will send you an application on your request.
- Interest will be charged on open accounts with any balances past 30 days at a rate of 1 1/2% per month (18% APR).
- We accept cash, check or major credit cards as payment.
- We are understanding and friendly, but you can expect a \$30.00 service charge for all returned checks.
- All orders to be shipped outside of the U.S. must be prepaid in full, before we will ship.

BUSINESS TERMS & CONDITIONS

How to get your Order

- Will-call pick-up — You can pick-up your order any time during our business hours or send someone to pick it up (you must call us to let us know who you are authorizing to pick-up for you). If you would like, one of our warehouse hands will assist you in loading, however if the glass is not packed in a crate, it is your responsibility to place the glass and secure the load in your vehicle. We strongly recommend a glass rack or glass frame be used to properly stack the glass on edge in your vehicle. We do not recommend “flat packing” glass under any circumstances. Loading and unloading glass this way is extremely dangerous and a safety risk to both you and our staff. If you choose to use this method to transport your glass order, it is you who must pack the glass and assume the risk. Glass and children do not mix well — children are not allowed in our warehouse under any circumstance. We ask you to follow the following safety regulations while in our warehouse. 1. Safety or prescription glasses must be worn at all times. 2. No open-toed shoes allowed. 3. No one (no exceptions) is allowed in our warehouse unless they are employees, principles, or immediate family members of our approved customers.
- Local Delivery — We have made arrangements with a local delivery service to pick-up and deliver your order, usually the same day, for a very reasonable rate. If you are inside the city or in the immediate surrounding area, this service may be a viable alternative for you. Call us for details and rates. Crating charges for glass will apply.
- Motor Freight — We will ship by the carrier we consider “best” unless you make a specific request. We have set up substantial discounts with several freight companies which serve many areas. Let us help you save some money on freight!
- U.P.S. - Non glass — This popular and efficient parcel service can't be beat for tool and supply orders. Generally, UPS orders we receive before 12 noon are sent the same day (except glass orders). To be fair all orders are processed first in – first out, so phone early for best service. Faxed orders are processed immediately.
- U.P.S.- Glass — Sending sheet glass via UPS is risky at best. In an attempt to cut down the risk of damage we have developed a special box and packing method which (so far at least) has been very successful. Even with this success we still must caution you to use this service with restraint and only if you “must have” the glass. We will pack it to the best of our abilities but we cannot assume any responsibility for damage during shipment. There is a \$10.00 charge for the special box, plus all glass shipped via UPS will be invoiced at 20% over our single sheet price.

Damages — Claims — Returns

- We are not liable for damage or loss of merchandise once it has been placed on board the truck and the driver signs for it. The merchandise literally becomes the property and responsibility of the carrier.
- When the shipment arrives, carefully inspect it for any signs of damage. If you suspect anything may be wrong, write your observations on the shippers receipt along with “subject to further inspection”. You may find some carriers will not accept this. If you suspect damage, you have no choice but to open the package right then and list the actual damage on the receipt. File a claim immediately with the carrier and notify us. We will help any way we can.
- If a shipment is late or you want an E.T.A., call us and we will put a trace on it for you.
- If wrong or defective merchandise is received through an error on our part, we will accept shipping costs both ways. However, you must contact us first to get a return authorization. Anything returned, for any other reason, will be subject to a 15% restocking charge. The restocking charge will also apply to all orders that are packed and subsequently cancelled by the customer. Sorry, but we cannot accept returns for any reason if you do not let us know within 30 days of your invoice date.

Shipping, Crating and Pallet Charges

- All freight charges are paid by the customer. Most orders are shipped “charges collect” except UPS which is added to your invoice.
- There is a \$30.00 per crate charge on all “re-pack” glass orders. The charge is the same no matter how many (or few) glass sheets are in the box. We have crates that can hold up to 50 sheets. However, if you have to “man-handle” the case off the truck let us know the maximum weight per case you prefer. Larger sheets are subject to custom crating charges of up to \$150.00 and “Built Up” cases are \$40.00.
- There is no crating charge for full unopened factory cases.
- Glass crates must be secured to a wooden pallet to prevent damage and make loading and unloading easier. We charge you \$10.00 per standard pallet and \$50 to \$75 for custom pallets. A pallet can hold up to 2 glass crates.
- Lead requires a skid (\$10) to ship safely.

DISCOUNTS & PRICING POLICY

We Value and Reward Loyal Customers

We know we may not be the only stained glass wholesale supplier you purchase from. We would not question the prudence of your having a secondary supplier, but we also know that you must have a main source for the bulk of your ordering. This helps keep the cost of shipping down, promotes more “good will” for preferred service and gives you the buying power required to be competitive.

In business, nothing speaks louder than the bottom line!

We reward our loyal customers with the **Hollander Frequent Buyer Program** where your consistent patronage and volume buying is rewarded with increasingly better pricing and, therefore higher profit for you.. Here is how it works:

Level 2

“Preferred” Customer

When you purchase at least \$6,000 within a calendar year you will receive the second best, Level 2 pricing on each and every purchase you make no matter how little you buy.* This includes pick-ups, pack & ship or UPS orders (except Glass-UPS).

Level 3

“Advantage” Customer

When you purchase at least \$18,000 within a calendar year you will receive our best, Level 3 pricing on each and every purchase you make no matter how little you buy.* This includes pick-ups, pack & ship or UPS orders (except Glass-UPS).

Level 4

“Cost Plus” Customer

When you purchase at least \$24,000 within a calendar year you will receive:

- Absolute best “last column” price on everything you buy.*
- No boxing or pallet charges on truck shipments of \$5,000 or more.
- Periodic special pricing available only to “Cost Plus” customers.

We offer an additional 5% discount of level 4 pricing for most intact factory cases of one color or glass type. We also offer additional discounts for full truckload or container orders. All prices in this catalog are subject to change without notice.

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