

E-COMMERCE DEALER POLICY GUIDE

There are two types of Hal Leonard e-commerce dealers: **“Stocking”** and **“Non-Stocking”**. Stocking e-commerce dealers buy and sell our product and then ship to their customers from their own facility. Stocking e-commerce dealers follow the terms of our standard **Hal Leonard Dealer Policy Guide**. (Occasional drop ships to the stocking dealer’s customer are allowed; however, a \$5.00 service fee is charged to the stocking dealer on those orders.) Ask your sales representative for a copy of our standard Dealer Policy Guide.

If **25% or more** of a dealer’s overall volume of business is shipped directly from Hal Leonard to the dealer’s customers, that dealer is then classified as a “Non-Stocking” e-commerce dealer.

RETURN POLICY

Merchandise is only returnable if:

- 1) It is defective
- 2) There was a shipping error

Hal Leonard is not responsible for any return guarantees beyond our standard policy. We are not responsible for cancelled orders, declined credit cards, items deemed unusable or not what expected, unintentionally ordered items or any reason other than defective or sent in error. Return requests for defective or incorrectly shipped items must be made within 30 days of receipt of the product.

In the event defective merchandise is received or there is a shipping error, the following procedure must be followed:

- A written return authorization and approved shipping label must accompany the product. These can be obtained from a Hal Leonard representative. Unauthorized returns will not be credited and will be returned to you or discarded.

NON-STOCKING E-COMMERCE DEALER

A “Non-Stocking” dealer is one where 25% or more of the dealer’s overall volume of business is shipped from Hal Leonard directly to the dealer’s customers. In this arrangement, the dealer clears the credit cards, processes the orders and sends them on to Hal Leonard for fulfillment. Please note that Hal Leonard does not drop-ship orders outside of North America.

DISCOUNT POLICY

- Non-Stocking e-commerce dealers receive the following discounts (off of suggested retail selling price) based on their annual purchases:

\$0 - \$29,999	25%
\$30,000 - \$69,999	30%
\$70,000 and up	35%

- The dealer is responsible for all shipping charges.
- Drop Ship and Minimum Order charges do not apply to Non-Stocking dealers.

PAYMENT POLICY

- A 1% cash discount is allowed on daily orders if payment is postmarked within 10 days of the date the of invoice. Otherwise, invoices are due and payable within 30 days of the invoice date (to qualified Open Account dealers). This discount does not apply to dealers who pay by credit card.
- A 1.5% service charge per month will be assessed on all past due invoices.

IMAGES AND DATA FILES

We offer our image and data files to qualified dealers free of charge. Please contact us at sales@halleonard.com

Unauthorized placement of content on your website is strictly prohibited. This includes: content of products, scans, images, video or audio files. Please contact us for additional details.

Policies and discounts outlined in this guide do not apply to accounts outside of North America. All policies are subject to change without notice. Effective January 1, 2015.

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