

OPENING AN ACCOUNT AND PLACING ORDERS

Orders can be placed 24 hours a day through our website at www.blissstudio.com, by fax to 714.545.7140, or by email to orders@blissstudio.com. For all other inquiries, please contact us at support@blissstudio.com. Bliss Studio sells to the trade only. To open an account please submit our Customer Registration form found under the contact tab on our website along with your current resale certificate to open@blissstudio.com

INTELLECTUAL PROPERTY

We look forward to seeing how you show our pieces in your social channels. We can offer support in e-commerce channels to show in digital format for products stocked in your showroom. Bliss Studio protects its images and product designs via intellectual property law. You agree not to reprint, post, or copy any photography, sales materials, or product designs generated by Bliss Studio in any form without expressed written consent of Bliss Studio. You agree that you are purchasing product for resale only, and that you or your company will be responsible for any legal fees associated with disputes arising from copyright infringement not associated with resale or other authorized use.

MAPP

(Manufacturers' Agreed Pricing) and IMAPP (Internet Manufacturers' Agreed Pricing Policy) has been adopted by all customers with respect to suggested pricing through promotion, advertising, and internet advertising.

HANDCRAFTED FINISHES

Bliss Studio items are assembled and finished by hand, by artisans and tradesmen from all over the world. Slight variations in size and finish can be expected and should not be considered a defect. Bliss Studio ships items that conform to the samples shown at trade-shows, in showrooms, and in photographic images in our catalog.

AVAILABILITY AND SHIPMENTS

Your order is our priority. We make every effort to ship quickly and complete. On the occasion product availability may cause a delay, we ship "as ready." Items that need to ship together must be marked clearly on correspondence. Please note: marking an entire order "ship complete" may cause indefinite delays.

In the event you must cancel a back-ordered item please cancel in writing via fax +714.545.7140 or via email at support@blissstudio.com prior to release of the shipment.

PAYMENTS

All orders are processed with a credit card, wire transfer, or check at time of shipment. **By providing a credit card number and expiration date, you are authorizing Bliss Studio to charge the credit card at the time an order (or back-order) ships.** Wire Transfers and checks must be set up and cleared prior to release of shipment.

BLISS STUDIO SHIPPING

Bliss Studio calculates freight at the time of shipping according to following chart:

SHIPMENT VALUE		Less than 1K	1K - 2500	2500 - 5000	5000+
ZONE 0	DFW Metroplex (13 counties)	10%	8%	7%	6%
ZONE 1	TX	14%	12%	10%	9%
ZONE 2	AL, AR, CO, FL GA, IL, KS, KY LA, MO, MS, NM, OK, TN	18%	15%	13%	12%
ZONE 3	AZ, IA, IN, MI, NC, NE, OH, SC	18%	16%	14%	13%
ZONE 4	CA, DC, DE, ID, MD, MN, NV, PA, UT, VA, WI, WV, SD, CT, MA, ME, NY, NJ, NH, RI, VT, ND, WY, MT, OR WA	19%	18%	16%	15%
ZONE 5	NYC (5 boroughs)	24%	21%	19%	18%
RUSH FEE	\$35				

* Value is calculated off the original price of items not discounted price of goods. Orders outside of these zones will be quoted and shipping charges will be confirmed for payment before shipping.

Change of Shipping Location and Address Accuracy

Confirmation of shipping address must be received prior to release of the shipment; changes after the shipment has left our warehouse can add up to \$350 in additional carrier fees. Please ensure the shipping address is accurate and include street address, suite number, zip code, and contact phone. FedEx charges an additional \$8.00 per box for address corrections.

Residential Shipping

Bliss Studio is unable to ship to residential addresses. In such cases, buyer must organize their own carrier and will be responsible for any claims caused by third party carriers. Additional packaging fees may apply with palletized shipments.

Lift Gate

Please notify Bliss Studio if you do not have a loading dock. Should a lift gate be required, carriers charge an additional \$55 to the shipment total. Failure to notify of lift-gate requirements will delay delivery and may result in additional re-delivery fees.

Rush Fee

Bliss Studio fulfills orders based on order date, merchandise availability, and payment confirmation for orders when they become available to ship. Three-day rush shipping is available and will incur an additional charge pending shipment location.

Expedited and Guaranteed Shipping

Standard carrier transit times are 3-5 business days. Outside of our standard carrier options and charges as outlined above we can obtain an additional quote for both FedEx expedited shipping and "guaranteed freight shipping."

RECEIVING GUIDELINES AND BEST PRACTICES FOR DAMAGE CLAIMS

Bliss Studio makes every effort to pack only first quality merchandise with carrier approved materials.

Even with our best efforts from time to time damages arise from rough transit.

Please follow our best practices in receiving shipments to ensure we can manage a quick solution should an issue arise. See below,

When your shipment arrives:

1. **Inspect** and confirm total number of boxes due are included in delivery. Open and inspect contents.
2. **Refuse** all damaged boxes and “return to shipper.”
3. **Note** details on receipt & proof of delivery.
4. **Sign** “Subject to Inspection” should driver not wait for proper inspection. Note all damages to cartons, pallets, and packing materials on “Proof of Delivery.”
5. **Submit** damage claims with photos within 24 hours of receipt to support@blissstudio.com.
6. **Save** all original packing materials

PLEASE NOTE: Signing for a damaged shipment releases the carrier of all damage liability.

DEFECTIVE OR MISSING ITEMS

We take great pride in pre-inspecting every item that leaves our warehouse. Even with our best efforts, from time to time defective or missing items are discovered. We will do our best to correct the issue. To help us reach this goal please submit your claim for defective merchandise or missing items within three days of receipt to support@blissstudio.com

BLISS STUDIO WHOLESALE PRICING & VOLUME DISCOUNTS

A – 60% off retail / brick and mortar or an opening order of \$3500 & maintains order levels of \$7,500 per year. When stocking our pieces in your retail locations we can offer support in e-commerce channels to show our pieces in digital format.

B - 40% off retail / no minimum opening order / no minimum per year