

TERMS OF BUSINESS

ORDERS/POs

MVD accepts orders via the following methods:

- 1. VERBALLY** Sales and customer service staff can take your order via our local 610.650.8200 or toll-free 800.888.0486 phone numbers.
- 2. FAX** Purchase orders may be faxed to 888.536.7998.
- 3. INTERNET** Orders may be placed via our secure B2B website (www.MVDb2b.com). Customers must obtain a username and password before use.
- 4. EDI** MVD accepts purchase orders via EDI (Electronic Data Interchange). Contact Ryan Merrick (800.888.0486, x121) for more information on EDI.
- 5. MAIL ORDERS** Accepted via email or US mail.

Customers must be in good credit standing for orders to be accepted.

BACKORDERS

MVD's order entry system automatically backorders any item not in stock. Customers must specify if a PO should not be backordered.

SHIPPING

- MVD ships all orders from its warehouse in Pottstown, PA, located about 35 miles northwest of Philadelphia.
- MVD's primary domestic carrier is FedEx. Contact your MVD rep for other shipping options. MVD will ship internationally.
- Customer pays the cost of freight.
- There is no handling charge on most orders. Orders under 10 pieces may be subject to a \$5.00 handling charge.
- Orders normally ship within 24 hours when placed Monday-Friday. Please refer to checkout page for cost of shipping on the item selected.

INVOICES/STATEMENTS

- MVD includes a packing slip with each shipment. An invoice, which includes the total amount with freight charges, is emailed separately. For EDI customers, an invoice is transmitted electronically.
- For COD and credit card customers, an invoice is included in the shipment.
- Customers who are on terms will receive a monthly statement listing all open items on their account. For questions regarding payables, please contact Dave Bruno (800.888.0486, x120).
- Shortages or misshipments must be reported within 24 hours of receipt in order to receive full credit. Please report any shortages or misshipments to your sales representative or customer service immediately.

REFUNDS

MVD does not issue refunds for credit balance customers.

PAYMENT

MVD offers the following terms of sale:

- 1. CREDIT CARD** There is a 3% surcharge for all credit card orders.
- 2. COD SECURED**
- 3. COD COMPANY CHECK**
- 4. TERMS** With approved credit, MVD can offer its customers a variety of payment terms to suit their needs. Please contact Dave Bruno for further information.
- 5. PRE-PAYMENT**

All payments should be mailed to:

MVD Entertainment Group
203 Windsor Rd.
Pottstown, PA 19464

PLEASE NOTE: if your account is not in good standing, advertising and returns may not be authorized until the account is current.

RETURNS

- All returns must be approved and be accompanied with a valid Return Authorization number (RA#).
- Returns must be submitted in writing and should include the: artist, title, MVD part number or UPC code, and quantity. Complete return instructions will accompany the RA.

MVD offers the following returns privileges:

- New releases: MVD offers 100% return allowance on all orders placed by prebook date.
- Catalog and restock orders: 20% of quarterly purchases; returns above this limit are subject to a 10% penalty. Defective merchandise: 100%
- Vinyl, collectibles such as bobblehead dolls and other specially marked products are strictly non-returnable.
- Damaged or non-saleable merchandise is not returnable. Claims for damaged merchandise must be filed with your shipper
- MVD only accepts returns on products originally purchased directly from MVD. Any unauthorized or non-MVD merchandise shall be returned to the customer at customer's expense.
- Discontinued items may be returned within 90 days of MVD's original deletion notice. Any discontinued or cutout merchandise returned within this 90 day period will be credited at MVD's current selling price.
- Price protection must be reported within 90 days of MVD's notification of a price reduction in order to receive credit for the difference. Requests for price protections must be notarized.
- Returns used to pay late invoices, partially or fully, are subject to a 10% return penalty.
- Merchandise returned in non-saleable condition may be returned to the customer or be subject to a 2% restocking fee.
- Returns should be sent via insured carrier to:

Returns Dept.
MVD Entertainment Group
203 Windsor Rd
Pottstown, PA 19464

PRIVACY: We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

CUSTOMER SIGNATURE

DATE

MVD CEO OR OFFICER SIGNATURE

DATE

CUSTOMER NAME & TITLE

MVD CEO OR OFFICER NAME & TITLE

CUSTOMER COMPANY NAME

MVD Entertainment Group
COMPANY NAME