



enesco | gift® DEPARTMENT 

February 13, 2024

On behalf of everyone at Enesco, thank you for your valued business and your greatly appreciated partnership.

It is our pleasure to provide you with a copy of Enesco's 2024 Retailer Guidelines. As part of Enesco's on-going commitment to quality and customer satisfaction, these guidelines consolidate information related to business practices and terms with Enesco in one quick reference document that we update and provide annually as a courtesy.

Enesco encourages our customer partners to take full advantage of our Business-to-Business website – www.Enescobusiness.com - where you may place orders or review and pay invoices. Access to the site requires a password, which you can easily secure on the site by following a few simple instructions. (*A password is not required to view product catalogs*).

Enesco's Customer Service Representatives and Accounts Receivable Representatives are always eager to assist and can be reached with any product or account related questions at 1-800-4-ENESCO (1-800-436-3726) Monday through Friday – or via email:

customerservice@enesco.com or accountsreceivable@enesco.com

Please allow up to twenty-four business hours for email responses.

We look forward to working together this year toward a lucrative 2024. We appreciate your partnership and never take it for granted.

Sincerely,

Debbie Heinrich
Manager of Credit & Collections

Cindy Summers
Manager of Customer Service

Attachments



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2024 Retailer Guidelines

To Our Valued Retail Partners:

Enesco appreciates the vital role that each customer partner plays in promoting our brands to consumers and collectors. The following Retailer Guidelines for 2024 summarize the standard process, tools and services available to assist each customer partner to meet the needs of their own customers. Please review this information and file it for future reference throughout the year.

How to reach us

Retailer satisfaction is of utmost importance to Enesco. For service 24 hours a day, please use Enesco's B2B web site: www.enescobusiness.com You can reach the Customer Care Team at 800-4-ENESCO (800-436-3726). Representatives are available Monday through Friday from 7:30 a.m. to 5:00 p.m. Central Time.

Email Services

Email notifications are available for several transactions, events and milestones. Those include but are not necessarily limited to:

- Order placement
- Order shipment – complete with shipment tracking detail
- Packing slips
- Return authorizations
- Invoices

Please contact the Customer Service Team if you are *not* currently enjoying this service. It will take less than a minute to set up and they will be happy to assist! **Email addresses will not be shared with any non-affiliated company or agency.**

Ordering from Enesco

Enesco's policies regarding online marketplace selling have been revised as of January 1, 2024:

- Please see full policy document: Authorized Retailer Policy for Enesco, LLC
- Retailers are **not** allowed to list/sell any Enesco brands on "Big Box" retailer supported marketplaces such as Walmart.com, Target.com, Michaels.com, etc.

The opening order minimum for Enesco Gift and Department 56 is \$250 for *new* customers and \$150 for reorders. Opening orders of \$250 can be comprised of any selection of products across Enesco Gift and Department 56. Orders for in-stock items generally ship within three working days. If a desired item is not in stock at the time of order placement, shipment should take place within two weeks of the Estimated Stock Availability (ESA) date shown on your order. (The cancel date is the last date Enesco will ship an order without first obtaining an extension from the customer).

Order revisions should be made at least 4 weeks prior to the requested ship date or the Estimated Stock Availability (ESA) date to ensure the changes can be made prior to warehouse processing. Although this may seem like a lengthy lead time, orders are often processed and staged by the warehouse early to help level seasonal peak volume. Enesco will, however, make every effort to revise orders – up to and including the requested ship date – if possible.

Shipping Terms – Continental U.S.

Across Enesco Gift and Department 56, our shipping rate is 13% of the gross amount for each order for UPS Commercial Ground shipments. If the weight of your order is 400 lbs. or greater, the LTL (less than truckload) shipment rate is 7.5% of the gross order amount, plus a \$50 service fee if the use of a tailgate is required. Additional charges may apply for inside deliveries, oversized packages and other special situations.

Deliveries to residential addresses via UPS Residential Ground will be charged 18% of the gross price.

Shipping Terms – Alaska and Hawaii

Freight rates are 20% of gross sale. Packages are shipped via UPS Commercial Ground.

Alaska and Hawaii customers with a shipment weighing greater than 400 lbs. – AND – consolidation ship-to addresses in the contiguous forty-eight states will be charged only 8% of the gross order amount for LTL (less than truckload) routing. A \$50 service fee will apply for all lift-gate and/or inside delivery services requested.

Applicable to all Customers

As always, customers may arrange their own transportation – terms of sale FOB Lebanon, IN – and no freight charges will apply. Please be prepared to provide Enesco with the applicable carrier and billing account information to ensure freight charges are calculated and assessed correctly.

Parcel Shipments: Packing list(s) for all orders in a shipment will be **inside** the last carton of the shipment with a red label stating, "Packing List Enclosed."

LTL Shipments: Packing list will be in a yellow envelope with a "Packing List Enclosed" red label on the yellow envelope. The yellow envelope will be attached to a carton on the upper left-hand corner of the last pallet, inside the shrink wrap.

Reminder:

Retailers can print their own packing lists through the B2B site: www.enescobusiness.com. Please scroll down to the bottom of the screen to *Manage your E-Bill*. This will provide you the access to print your packing lists.

Did you know?

Every shipping carton will have a Carton Content label. This label will list every item and the quantity of each item in that carton. **Please see Carton Content Label example below:**



Returning Merchandise to Enesco

Damaged/Defective Items: Many of Enesco's products are hand-painted – each unit inevitably reflecting inherent uniqueness. Customers can expect that no two items will look exactly the same. Significant effort is expended on packaging design intended to protect product during handling. Additionally, warehouse personnel receive on-going carton-packing training to minimize the risk of damage during shipment.

In the rare event damaged, defective or incorrect items are received, Enesco will extend a full credit. Enesco asks that you report any damage within 30 days of receipt.

Enesco does require pre-authorization of returns. To ensure proper credit, please be sure to include the Return Merchandise Authorization (RMA) number provided by Customer Service in the same carton with the returned item/s. **Returns must be received within 30 calendar days, or the return authorization will be canceled.**

Returns for reasons other than defect or damage, including refusals and/or cancellations while in transit, will be assessed a 25% restocking fee.

Cancellation Policy

1. Orders for custom product require a 50% deposit that will not be refunded in case of cancellation
2. Orders for Sanrio Original products cannot be canceled
3. Enesco allows cancellations for all other orders up to 30 days prior to the ship date
4. To cancel, contact customer service via email at customerservice@enesco.com or call 800-436-3726
5. Cancellation requests made less than 30 days before shipment date are subject to a 25% cancellation fee

Payment Terms

Payment terms are Net 30 days unless the account is set up for credit card payment or payment in advance of shipment.

Payment should be sent to:

Enesco, LLC
Box # 26257
26257 Network Place
Chicago, IL 60673-1262

Enesco offers Holiday terms on seasonal goods to customers in good credit standing based on payment history. For customers that qualify, holiday terms for all Halloween, Harvest and Christmas merchandise shipped on or after May 1 are net November 15, 2024. Qualifying merchandise that ships between January 1 and April 30 may be offered Net 89 day terms. Retailers submitting payments for seasonal goods prior to September 1, 2024, may take a 2% Early Pay Discount off invoice if paying by Check or EFT.

Credit Card Payments can be made with MasterCard, Visa, American Express and Discover Card. The credit card on file will be charged at the time of shipment. Please advise us of any changes to the credit card associated with the account by contacting Enesco Accounts Receivable at 800-4-ENESCO, Option 3 or by email at accountsreceivable@enesco.com.

Past Due Accounts:

- Our system will place accounts 31 or more days past due on A/R hold
- We do *not* ship orders on A/R hold and cannot guarantee that product ordered will be available once the account is brought current
- Charges of 1.5% (18% annually) – but no greater than the maximum allowed by law – are assessed on the last day of each month on invoices that are 31 days past due
- Finance charges are reflected on statements sent via email and available on the B2B site
- There is a \$25 charge for checks returned due to insufficient funds
- If an account is placed for collection, the customer is responsible for all attorney fees, court costs and collection fees. All open orders will be canceled
- Orders on A/R hold for 91 or more days will be reviewed and are subject to cancellation. Enesco will not accept new orders until the account is current and cannot guarantee that the product previously ordered will be available at a later date

Credit Limits: Enesco works with retailers to ensure a proper credit line is established for a successful business. Please call 1-800-4-ENESCO, Option 3 to speak with an Accounts Receivable Representative who will be happy to assist or send an email to creditdept@enesco.com.

As always, Enesco values your business and continued partnership.