

VENDOR compliance KIT



2023-2024

DROP SHIP ONLY EDITION

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INTRODUCTION

The following guide details all Calendar Holdings LLC compliance requirements for shipments from our vendor partners directly to stores (drop-shipments). When a PO is accepted, the requirements of the Vendor Compliance Kit are automatically accepted. We appreciate your cooperation, and hope that the successful partnership between us continues to grow.

WHO SHOULD USE THIS KIT- DROP SHIP ONLY EDITION

This Drop-Ship Only Vendor Compliance Kit is intended for vendors that will ship products directly to stores, bypassing the distribution center. There is also a regular Vendor Compliance Kit used by the vast majority of our product vendors. The comprehensive edition should be used if your products will be shipped to our distribution center and sold in our retail stores. If you are unsure about which kit applies to your product please check with your buyer.

HOW TO USE THE KIT

This kit serves as your reference for doing business with Calendar Holdings LLC. You should read through this entire document closely, as you are expected to comply with the requirements set forth. We encourage you to share this guide by distributing it internally throughout your organization. The most recent edition of the kit is always posted electronically on our vendor website, www.SRVexchange.com. Please note that this kit can and will be edited from time to time, and we will notify the primary contact for each vendor via email when changes are executed. It is a good idea to make sure that you are using the most recent version of the kit by checking the version number on the website. Failure to comply with the provisions contained in this guide is considered a breach of our agreement and may result in non-compliance charges being assessed.

GETTING HELP

Calendar Holdings LLC employs a Vendor Relations department dedicated to helping product vendors navigate our system. The VR department can assist you with contracts, insurance, product data, images, carton labels, shipping appointments, and more.

The best way to reach Vendor Relations is via email: vendorinfo@calendars.com

Multiple team members check this email address frequently and your message will generally be responded to in a short period of time. Be sure you include your name and company name in your email.

CONTACTS BY DEPARTMENT



Need to reach us? You can always send an email to vendorinfo@calendars.com. Emails to that address are read multiple times a day by the members of the Vendor Relations team. If they cannot help you, they will forward your email to the person who can.

CORPORATE OFFICE & EXPO2 DISTRIBUTION

Calendar Holdings LLC
6411 Burseson Road
Austin, TX 78744
512.386.7220

Go! RETAIL DISTRIBUTION CENTER

Calendar Holdings LLC
175 Southwestern Avenue Suite 110
New Braunfels, TX 78132
512.444.3555

Need to reach a specific person? Following is a list of our team members with whom you are most likely to have contact.

CONTACT	TITLE	EMAIL	FAX	PHONE
MERCHANDISING				
Jennifer Schubert	VP of Merchandising	jenns@calendars.com	512-389-4002	512-386-7220 x133
Billy Bowser	Game/Toy Buyer	billyb@calendars.com	512-389-4002	512-386-7220 x169
Katherine Delph	Merchandising Assistant	katherined@calendars.com	512-389-4002	512-386-7220 x136
VENDOR RELATIONS				
Tod Corley	Vendor Relations Manager	todc@calendars.com	512-389-4002	512-386-7220 x163
E-COMMERCE				
Jessica Maier	VP, Digital Merchandising	jessicam@calendars.com	512-369-6192	512-386-7220 x147
Andrew Chapman	Digital Merchandising Assistant	andrewc@calendars.com	512-369-6192	512-637-8996
Brenda Garza	Assistant Manager, Merchandising	brendag@calendars.com	512-389-6192	512-386-8996
Sarah Farrar	Digital Operations Director	sarahf@calendars.com	512-389-6192	512-386-8996
ACCOUNTING				
Merchandise Payables		merchandisepayable@calendars.com	800-978-1765	512-386-7220 x113
TRANSPORTATION (SHIPPING)				
Transportation Dept.		trafficDL@calendars.com	512-369-6199	512-386-7220 x551



VENDOR SETUP REQUIREMENTS

The Vendor Compliance Agreement and Certificate of Insurance are required to be on file prior to the release of a purchase order.

VENDOR COMPLIANCE AGREEMENT (VCA)

The Vendor Compliance Agreement (VCA) must be signed and returned to Vendor Relations at the commencement of the business relationship. The VCA must be in place for any purchase order to be valid.

Please note that the VCA is valid until canceled.

CERTIFICATE OF LIABILITY INSURANCE

Calendar Holdings requires that each vendor provide us with a Certificate of Insurance for General Liability including Products Liability with limits of liability no less than \$1,000,000 occurrence /\$2,000,000 aggregate. This coverage will include Broad Form Vendors Coverage in favor of our company, will be primary and include a waiver of subrogation in favor of our company. In addition, we also require that thirty (30) days advance notice be given in the event of cancellation or material changes in the coverages.

This document, prepared by your insurance company, should indicate the coverage carried, limits of liability and the date of expiration of your policy as well as the steps necessary to assure that a Renewal Certificate is automatically forwarded to Vendor Relations whenever your policy is changed or renewed. This document will need to be on file before purchase orders are issued.

CONTACT INFORMATION

We must have current contact information on file. If you have changes, including personnel, address, phone number, or email address, please submit the new information to us as soon as possible.

SHRINK-WRAP

In an effort to reduce plastic waste, we are no longer accepting shrink wrapped wall calendars. We do accept the use of wafer seals or a designed flap to hold the calendar and stiffener in place.

STIFFENERS (CALENDARS)

Stiffeners are required for all wall and mini calendars. The specifications necessary are:

- B-flute, 175-LB test single-wall stiffener.
- Stiffeners must be the same size as the wall or mini calendar to ensure maximum protection.

CPSIA (CONSUMER PRODUCT SAFETY IMPROVEMENT ACT)

Calendar Holdings requires all vendors comply with the CPSIA. This law was enacted on July 14th, 2008 and became effective February 10th, 2009 for the portions of the law related to lead and phthalates. Calendar Holdings has required and will continue to require that all vendors provide ASTM test reports and Certificates of Compliance for all products intended for children 12 and under. If you have questions about CPSIA we recommend you visit www.cpsc.gov/about/cpsia/cpsia.html.

3RD PARTY SELLING

The calendars.com team reserves the right to sell through 3rd party channels such as Amazon, Ebay and other competitive web marketplaces. Please notify your buyer, in writing, if you would not like your product to be sold through these channels.



Our SRVexchange website is a major part of our vendor communications. The website will allow you to:

- View and edit product data
- View and download purchase orders
- Order product and carton labels
- Schedule shipping appointments
- View sell thru data
- View and download important documents and instructions

HOW TO GET TO SRVEXCHANGE

The website address for SRVexchange is www.SRVexchange.com

- When you arrive at this address with your browser, you will immediately be asked for your user name and password.
- Type in your company's login information, and then enter the site.
- On the next page you are given a choice of the yearly data set you want to view. Most of the time you will want to view data for the current year.
- Choose the navigation link in the left column that is most appropriate for what you want to accomplish.

USER NAME & PASSWORD

A single user name and password for each vendor is assigned when the vendor's account is opened. Every vendor has access to SRVexchange. If you are not certain of your company's user name and password, please contact vendorinfo@calendars.com for assistance.

Vendors are responsible for all actions taken when their user name and password are used on SRVexchange. Your user name and password are confidential information and should not be shared with anyone outside your company. We recommend you request a password change on a regular basis, especially if you have personnel changes.

DATA SUBMISSION PROCESS

The Product Data Spreadsheet is a Microsoft Excel file used for submitting data to us via email. You are required to use the pre-formatted Product Data Spreadsheet for your product concept. There are versions of the spreadsheet for calendars/gift and games/toys/puzzles. The latest versions of the Product Data Spreadsheets can be found on SRVexchange. You should always check SRVexchange to be sure you have the most recent version. Your completed file should be emailed to vendorinfo@calendars.com. A chargeback may be issued for product data that is incomplete or submitted in an unapproved format. If you need assistance please contact Vendor Relations at vendorinfo@calendars.com.

PRODUCT SAMPLES

One finished product sample should be sent Attention: Buyers

Each of the samples should be sent to our main address:

Calendar Holdings LLC
6411 Burleson Road
Austin, TX 78744



PURCHASE ORDERS

A purchase order is required before the vendor ships product. Items shipped without a purchase order may be refused or subject to a chargeback.

PURCHASE ORDER DISCREPANCIES

Purchase orders are based on product information that the vendor has provided and the terms that have been negotiated. Common discrepancies include carton quantity changes, typos, and misunderstandings of terms between the vendor and Calendar Holdings. To help eliminate the extra expense of having to correct these discrepancies after receipt of a shipment, we ask for your help in verifying that the information is as accurate as possible by proofreading the purchase order.

Please follow these guidelines when receiving a purchase order:

- 1) Review the purchase order to confirm that all information stated is what has been agreed upon.
 - a) Are you responsible for paying freight to our distribution center?
 - b) Is your ship date and cancel date correct?
 - c) Does the ISBN/UPC/EAN code match the title/description of the product as you submitted?
 - d) Is the carton quantity you originally provided still correct?
 - e) Is the quantity ordered evenly divisible by the correct carton quantity?
 - f) Does the unit cost reflect the proper discount for that product?
 - g) Is the retail price, unit cost, and extended cost correct?
- 2) If you find any discrepancies, DO NOT SHIP. Resolve the issues before you ship.
 - a) Submit a Purchase Order Discrepancy on the SRVexchange website (See page 17 of the full Vendor Compliance Kit). You can find the form under the Purchase Order Summary link. This information is forwarded to a distribution list that alerts all departments that could be affected.
 - b) The Buyer will send you a response confirming that the corrections to the discrepancies have been made and that you have approval to ship. You may also receive a revised purchase order.

If you fail to notify Vendor Relations of any and all discrepancies on a purchase order, Calendar Holdings reserves the right to take action deemed appropriate, including, but not limited to, the application of chargebacks or refusal to accept the product.

LATE SHIPMENTS

Because we are a seasonal retailer and we open 1000 plus stores in a short period of time, it is critical that shipments are delivered in a timely manner. Every late day results in a potential loss of sales and shelf placement, affecting both the vendor and Calendar Holdings. It is the vendor's responsibility to notify the buyer if an extension or revision to the purchase order is required. Otherwise, the following chargebacks will be assessed:

Calendar Holdings reserves the right to cancel, return, or accept a late order. If a late shipment arrives at our distribution center and we choose to return any or all of the merchandise, the vendor will be charged all freight costs.

Every purchase order has a ship by date and a cancel date. The ship by date represents the last day the order should ship from your distribution center in order to arrive at Calendar Holdings and meet the cancel date. The cancel date is the last date we expect the order to arrive at Calendar Holdings' distribution center. Orders received at our distribution center after the cancel date will, at the option of Calendar Holdings, be canceled, refused, or subject to a chargeback of 25% of the total cost of the purchase order.

CPSIA (CONSUMER PRODUCT SAFETY IMPROVEMENT ACT)

Calendar Holdings requires that all vendors comply with the CPSIA. This law was enacted on July 14th, 2008 and became effective February 10th, 2009 for the portions of the law related to lead and phthalates. Calendar Holdings has required and will continue to require that all vendors provide ASTM test reports and Certificates of Compliance for all products intended for children ages 12 and under.

VENDOR DOCUMENTATION REQUIRED

For EACH product we purchase from you that is intended for children under the age of 12 we require:

- ASTM F963 Testing Report
- Certificate of Compliance upon effective date as required under law
 1. Identification of the product covered by this certificate:
 2. Citation to each CPSC product safety regulation to which this product is being certified:
 3. Identification of the U.S. importer or domestic manufacturer certifying compliance of the product:
 4. Contact information for the individual maintaining records of test results:
 5. Date and place where this product was manufactured:
 6. Date and place where this product was tested for compliance with the regulation(s) cited above:
 7. Identification of any third-party laboratory on whose testing the certificate depends.

These reports should be emailed to vendorinfo@calendars.com or mailed Attention: Vendor Relations to our main address.

CPSIA QUESTIONS

If you have questions about CPSIA that we recommend you visit www.cpsc.gov/about/cpsia/cpsia.html



PROPOSITION 65 (CALIFORNIA)

PROPOSITION 65 (CALIFORNIA)

The state of California has additional requirements for products made of metal and a list of prohibited chemicals that are covered under Proposition 65. Listed below are links to websites with specific information on Proposition 65 and the Metal-containing Jewelry Law.

<http://oehha.ca.gov/prop65/law/index.html>

<http://www.dtsc.ca.gov/PollutionPrevention/ToxicsInProducts/MetalJewelryLaw.cfm>

Proposition 65 is not limited to children's products. If your products do not meet these additional standards they can't be sold in our California stores.

Calendar Holdings LLC expects that all products supplied by vendors comply with all federal, state, and local laws, regulations, and rules regarding toxic chemicals. Further, vendors should be familiar with any changes to these regulations and test their products as necessary to remain in compliance, notifying Calendar Holdings LLC if any products are found to contain unacceptable levels of any toxic or prohibited chemicals. General Conformity Certification should be maintained by the vendor based on a reasonable testing program and must be available to Calendar Holdings LLC upon request.

Vendor will submit its reasonable testing plan to Calendar Holdings. Vendor must test each year or in the event of any change of component, supplier or process a new test must be done and supplied to Calendar Holdings. Vendor will within ten days of changing any component, supplier or process advise Calendar Holdings in writing of the change that has occurred. Calendar Holdings will make the final determination if the testing is sufficient.

BARCODING & PRICING REQUIREMENTS



BARCODING

Every product must have at least one unique valid EAN/ISBN-13 or UPC barcode on the outside of the product. These barcodes must meet or exceed minimum print quality standards set forth by the **GS1** www.gs1us.org. The vendor is responsible for obtaining the unique EAN/ISBN-13 or UPC that is assigned to each product. If you need assistance obtaining barcodes, see below for contact information.

Barcode discrepancies discovered by Calendar Holdings LLC after receipt at stores and without prior notification will be subject to a chargeback.

FOR EAN/UPC BARCODING INFORMATION CONTACT:

Chris Gray
Product Identification & Processing Systems (PIPS)
10 Midland Avenue, Suite M-02
Port Chester, NY 10753
Phone (888) 783-7439
www.pips.com

PRICING REQUIREMENTS

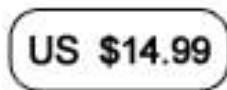
US prices are required on all product. Calendar Holdings LLC requires that calendar, gift, game, and toy products be labeled with human-readable prices. The printed price should include a dollar sign and the US country code (e.g. US \$19.99) placed alongside the existing barcode on the back or bottom lower left or right corner of each product. Do not place the price stickers on the front of the product. Stickers should be placed on a lower back corner, but should NEVER cover the barcode.

Failure to have price and a barcode affixed to or printed on the product will result in a chargeback.



PRICING EXAMPLE- CORRECT ITEM LABEL

These price values are used for example purposes only and should not be used to determine price in the US. This example shows the correct human readable price labeling required by Calendar Holdings. The US price is listed with dollar sign and country code.



PRICE LABEL ONLY

If your product already has a preprinted, accurate barcode on the product (most game, toy, and gift product), we encourage you to print and apply a simple price label instead of a full label that has a duplicate barcode. Place this price label adjacent to the product barcode.

ORDERING ITEM LABELS

To obtain item labels, the vendor can order them from Calendar Holdings LLC via www.SRVexchange.com. The expense of the production and shipping of the item labels is the responsibility of the vendor. The price structure involved with ordering item labels is available through vendorinfo@calendars.com as well as on the web site www.SRVexchange.com.

You will not be invoiced for your label order. The cost of the labels and shipping will be taken from the total invoice we receive from you for your PO. You will find the Label Credit Memo with the exact costs on SRV Exchange under the Chargebacks tab.



PRODUCT IMAGES

For each product that we order, we require one or more images for our database and our ecommerce websites. Please follow the guidelines outlined in the buying timeline for the date the images are due. If your product arrives at our warehouse and you have not sent images, then the chargebacks outlined on page 18 will apply.

- **For calendar images**, we need a front, back and inside spread. An inside spread can be substituted when a back cover is not available (example: engagement/desk calendars). In this case, please provide two distinct inside spreads (monthly/weekly; grid/image; weekday/weekend; etc.).
- **For boxed games, puzzles, toys and gift products**, we need at least one front image of the product. This image should be of the box or packaging (where possible) and can also include the contents of the box, or of the completed puzzle. Additional images are encouraged including images of the product in-use, environmental shots, alternate angles of the product or the contents of the box (if not shown in the front image).
- Please ensure that you are sending high quality images. Images should be sharp, not blurry, with a white background.

IMAGE SPECIFICS

FILE TYPE	COLOR MODE	DPI	RESOLUTION
JPG	RGB	72-300	Longest side 1000 pixels or larger, other side proportional

FILE NAMING

- Front Cover/Primary Image: The product barcode followed by jpg. Example: **9781421628363.jpg**
- Back Cover/First Alternate Image: The product barcode followed by _1.jpg. Example: **9781421628363_1.jpg**
- Alternates: The product barcode followed by _#.jpg. Examples: **9781421628363_2.jpg**
9781421628363_3.jpg **9781421628363_4.jpg** **9781421628363_5.jpg**

You may submit a minimum of 5, and as many images as you wish for Calendars.com. Images will be displayed on the websites at our discretion. Images may be modified to conceal nudity. Images may be added to show product 'in use'. If artwork is modified after an image has been submitted, please resubmit the updated graphics as soon as possible and contact the Content department to notify them of that new images have been uploaded (andrewc@calendars.com). If your product arrives at our warehouse and we have to create graphics for our ecommerce website because you have not sent images or the images submitted do not match the actual product, then the chargebacks outlined on page 18 will apply.

SUBMITTING YOUR IMAGES

All images should be submitted via the Image Uploader on SRV Exchange. Just log on to your account at www.SRVexchange.com, then go to 2023/2024 Orders link and choose the Upload link in the left navigation pane. There you will see instructions on how to upload your images.

WALL CALENDARS

Images should be tightly cropped and should not include excess white space around the product. Images of the art and grid can be submitted as separate images, but only in addition to the required front, back and interior images. These images will now be accepted as alternates, but the front cover, back cover, and inside images are still required.

PLANNERS

Do not submit back cover of engagements or planners. Instead, submit an inside spread as the _1.jpg image and a second, distinct inside spread as the _2.jpg. image.

DESK CALENDARS

Product views should be submitted as separate images. Do not submit back cover of boxed calendars. Instead, submit a calendar page as the _1.jpg image, and a second, distinct page as the _2.jpg image.

GAMES

Front images must be of the box. Contents, alternate angles and game pieces can be featured in the alternate images (_1.jpg, _2.jpg, etc.)

PUZZLES

Front Images should be of the box. Alternate images can include the finished puzzle, contents of the box, lifestyle images, close up images, etc.

TOYS

Front image should be of toy or toy package and can include the contents of the package. Alternate images (_1.jpg, _2.jpg, etc.) can be used to feature contents (if not shown in front image), alternate angles, close-ups and in-use images.

CARTON AND SHIPPING REQUIREMENTS



CARTON SPECIFICATIONS

Calendar Holdings LLC requires the following standards to ensure the safety of our store employees, as well as the product. Each carton should meet these specifications:

- Should have double-sided walls and/or be 200lb test, C-flute.
- Should be just big enough to fit the product inside. The standard guideline is no more than ¼ inch of space from any side. This will prohibit the cartons from collapsing and will prevent the product from shifting during transport.
- Should not be overloaded beyond the carton's intended use specifications.
- Should be no less than five pounds and no greater than 50 pounds.

SHIPPING REQUIREMENTS

The drop-shipment orders go directly to stores. The store address where the order should be shipped can be found on the upper left corner of your purchase order. You will receive a purchase order for each store.

The last page of the purchase order should be printed out and placed in the box that is sent to the store. This is a VERY important step because it verifies to the store that the order is authorized through the Calendar Holdings Office.

SHIPMENT PACKING SLIP SPECIFICATIONS

In addition to the last page of the purchase order, each shipment should contain a packing slip. At a minimum the packing list should contain this information:

- The vendor's name
- The purchase order reflected in that shipment
- An itemized list of all titles and EAN/ISBN-13s or UPC Codes included in the shipment
- The total number of pieces shipped per title

FREIGHT SPECIFICS

The requirements on the freight for the purchase order depend on the terms agreed upon in the contract. Please follow the guidelines listed below and contact vendorinfo@calendars.com or your buyer with any questions.

- Vendor Pays Freight on the Order: If you pay freight to the store you can ship using any shipping method you like. Please keep ALL tracking numbers as we require you provide proof of delivery.
- Calendar Holdings Pays Freight on the Order: If Calendar Holdings pays freight on the drop shipment your buyer will provide our UPS shipper number. All UPS orders should be shipped Ground. NO EXPEDITED shipments are allowed unless you have specific permission approved through your buyer. Please keep ALL tracking numbers as we require you provide proof of delivery.
- Hand Deliver to Store: If you deliver directly to the store, please provide the manager's signature confirming quantity delivered.



RECEIVING DROPSHIP ORDERS

Once the order has been shipped to the store it is the responsibility of the vendor to enter the shipping information on www.SRVexchange.com. This process will receive the order into our system.

DIRECTIONS TO RECEIVE IN DROP-SHIP ORDERS

Log in to www.SRVexchange.com and go to:

- Current year-2023/2024
- Click on Purchase Orders> PO Number Search
- Choose Dropship POs and click the blue Get POs button
- Select the purchase order to receive
- Select the items on the purchase order that were delivered
- Verify the quantity.
- Enter the tracking number
- Click "Receive Dropship PO" to complete the receiving process

**Until you complete this process online you will receive daily reminder emails.*

**ORDERS MUST BE RECEIVED INTO OUR SYSTEM
(FOLLOWING THE DIRECTIONS LISTED ABOVE) BEFORE
THE INVOICE CAN BE PAID.**

ACCOUNTING POLICIES



Calendar Holdings LLC
6411 Burleson Road
Austin, TX 78744
Attn: Merchandise Payables

BASIC INVOICING PROCEDURES

To assist us in paying you in a timely manner, please follow these simple guidelines:

- Calendar Holdings must receive an invoice in order to remit payment to the vendor.
- Only invoice Calendar Holdings for merchandise that has physically been shipped.
- If invoices are usually shipped in the cartons along with product, the vendor must forward an additional copy to the attention of Merchandise Payables (merchandisepayable@calendars.com).
- All invoices must be stated and payable in U.S. dollars.
- Please provide invoices via e-mail to merchandisepayable@calendars.com (Recommended) OR Mail the invoices to us via the Burleson Road address at the top of the page.
- Please provide Monthly Statements via e-mail to merchandisepayable@calendars.com (Recommended) OR Mail the invoices to us via the Burleson Road address at the top of the page.

In order to ensure receipt of all invoices, Calendar Holdings requires a monthly statement of account to be sent.

Calendar Holdings will not pay from statements, invoices must be sent.

INFORMATION REQUIRED ON ALL INVOICES

Invoices to Calendar Holdings must:

- Reference the correct purchase order number. There should be only one unique purchase order number per invoice.
- List the total number of pieces per title that were shipped against the referenced purchase order and a total number of pieces for the entire invoice.
- Contain the title and EAN/ISBN-13 Code of each product sent for the referenced purchase order. The EAN/ISBN-13 or UPC Code listed MUST match the number supplied at the beginning of the season. Vendor's internal item IDs alone are not acceptable on invoices.
- Note the discount percentage that corresponds with each title.
- Have the suggested retail price of each title shipped against the referenced purchase order.
- Reference the correctly calculated unit price per title.
- List the total extended cost for each title included on the invoice.

Calendar Holdings reserves the right to reject any invoice or to assess a chargeback for any information that is not provided or is inaccurate.

DISCREPANCIES

Calendar Holdings reserves the right to make claims on shortages and discrepancies up to 180 days from the date the shipment arrives at our distribution center. If PO pricing is incorrect, contact your buyer and submit PO discrepancies on SRV Exchange prior to sending the invoice.

REFUNDS

Cash refunds for credit balances owed to Calendar Holdings will be due no later than 30 days after final reconciliation. Unpaid balances will be subject to interest of 15% per year (1.25% per month).

PURCHASING TERMS

A copy of the purchasing terms, attached as Schedule A to the Vendor Compliance Agreement, and incorporated by reference therein, should be given to the vendor's accounting department for placement in the accounting records.



ACCOUNTING POLICIES

PURCHASING TERMS

A copy of the purchasing terms, attached as Schedule A to the Vendor Compliance Agreement, and incorporated by reference therein, should be given to the vendor's accounting department for placement in the accounting records. All invoices will be paid based on Schedule A terms. To amend terms contact buyer prior to sending invoice.

INVOICE EXAMPLE

Calendar Creations				Invoice No.	15678
111 Fifth Avenue					
New York, NY 10011					
212-633-8542 fax 212-677-1234					
INVOICE					
Name	Calendar Holdings LLC			Date	5/6/2015
Address	6411 Burleson Rd.			Order No.	24SRV000
City	Austin	State	TX	FOB	New York
Phone	512-386-7220				
Qty	Description	Discount	Retail Price	Unit/Price	TOTAL
1,000	Ducks Wall ISBN 0-8400-0013-7	60%	\$12.95	\$5.18	\$5,180.00
500	Funny Animals Wall ISBN 0-8400-0012-X	62%	\$10.95	\$4.16	\$2,080.00
Total Qty	1,500				
				Sub Total	\$7,260.00
				Shipping & Handling	\$0.00
				Taxes	\$0.00
				TOTAL	\$7,260.00

All invoices must list a title and the associated ISBN or UPC code for each product. Do not refer to a product as "wall-012x."

All invoices must reflect the appropriate SRV LLC purchase order number. There should only be ONE purchase order number per invoice.

CHARGEBACK RATE SCHEDULE



Listed below are the chargeback amounts that Calendar Holdings LLC may, at its option, assess for various non-compliance issues. Any dispute of chargebacks must be submitted to Vendor Relations within fifteen (15) days of receipt by vendor of our non-compliance notification. Compliance Chargeback Policy: Charges will not exceed 25% of purchase order cost. You will not be invoiced for Compliance Chargebacks. The Chargeback will be taken from the total invoice we receive from you for your PO. You will find details and images of the Compliance Issues on SRV Exchange under the Chargebacks tab.

TYPE	VIOLATION	CHARGEBACK
Product	Changes to barcodes after first shipment	\$250 per incident
Product	Duplicate, unscannable, or missing barcode	\$.50 per item
Product	Failure to submit product data or update changed data	\$25 per incident
Product	Failure to obtain approval for label format if using own label	\$100 per title
Product	Inaccurate or missing human-readable price(s)	\$.50 per item
Product	Inaccurate placement of price/barcode label	\$.50 per item
Product	Submission of data in a format other than the approved method	\$25 per incident
Product	Submission of incomplete or incorrect product data. Each title on purchase order is an incident so this chargeback is per title.	\$25 per incident
Carton	Cartons exceeding the 50lb weight limit	\$10/carton
Carton	Cartons with single-wall construction or less than 200lb test, C-flute quality	\$10/carton
Carton	Products not shipped in cartons	Refused
Shipment	PO shipped late (does not arrive by Cancel Date)	25% of the total cost of the order; or may be refused
Shipment	Box delivered to store does not include last page of Calendar Holdings PO	\$25 per incident
Shipment	Box delivered to store does not contain vendor packing list.	\$25 per incident
Shipment	Vendor does not receive in order on www.SRVexchange.com within 3 days of delivery at store location.	\$25 per incident
Shipment	Drop Shipment not properly received through SRV Exchange	10% of Total Cost of order
Invoice	Inaccurate or incomplete information, including absence of purchase order numbers or ISBN/UPC Codes	\$25 per invoice



