

# TERMS OF BUSINESS

## ORDERS/POs

MVD accepts orders via the following methods:

- 1. VERBALLY** Sales and customer service staff can take your order
- 2. FAX** Purchase orders may be faxed to 888536.7998
- 3. INTERNET** Orders may be placed via our secure B2B website
- 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

## 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
- MVD's primary domestic carrier is FedEx. Contact your MVD rep for other options
- Customer pays the cost of freight
- Orders normally ship within 24 business hours. New releases are shipped in advance of product Street Date. MVD requires all Customers abide by the Street Dates

## INVOICES/STATEMENTS

- MVD includes a packing slip with each shipment. An invoice, which includes the total amount with freight charges, is emailed separately
- For COD and credit card customers, an invoice is included in the shipment
- Customers who are on terms will receive a monthly statement summary. Please contact Micah Smith (800.888.0486, x120) regarding payables
- Shortages or misshipments must be reported within 24 hours of receipt in order to receive full credit

## 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
- 5. PRE-PAYMENT**

All payments should be mailed to:  
MVD Entertainment Group  
203 Windsor Rd.  
Pottstown, PA 19464

## RETURNS

- All returns must be approved and be accompanied with a valid Return Authorization number (RA#)
- Returns must be submitted in writing and 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, audio cassettes, VHS, collectibles 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 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 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. Requests for price protections must be notarized
- Returns used to pay late invoices 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