



## THIEF RIVER COLLECTION 2008: GETTING STARTED

**ACCOUNT SETUP** – Thief River Linen sells to qualified interior designers, retailers and the hospitality industry. We do not sell directly to end consumers. To set up an account, contact customer service by phone (800) 569-8105 or email [info@trlinen.com](mailto:info@trlinen.com) for instructions.

**SUBMITTING ORDERS** – Orders may be submitted by phone, fax or email. You will receive an order confirmation from us when we have received and approved your purchase order.

**OPENING ORDER** – The minimum opening order is \$500.

**MINIMUM ORDER** – After the opening order, the minimum purchase is \$250.

**PAYMENT** – Pre-payment by credit card or company check is expected for initial orders. Credit terms may be extended upon approval of your completed credit application.

**DELIVERY** – Your Thief River Collection ensemble is made to your order in the USA. Expected delivery time is 4-6 weeks after acceptance of your purchase order.

**SHIPPING** – Your order will be shipped via UPS or FedEx ground service. Expedited shipping is available at additional cost.

**PACKAGING** – Your Thief River bedding ensemble will be shipped in zippered vinyl bags that are not intended for retail display.

**RETURNS** – Your satisfaction with our products is of the utmost importance. Returns are permitted within 14 days of receipt for the following reasons only: defects in materials or workmanship or failure to meet the specifications of your order within commonly accepted tolerances. Please call for authorization before returning any item.

**DISPLAY BEDS** – For retailers, we strongly recommend at least one display bed to allow your customers a good look at the quality and construction of the ensembles.

**IMAGES** – High-resolution images of the Thief River Collection ensembles are available on request for advertising and promotional purposes.