

DEALER GUIDELINES

CUSTOMER SERVICE Customer Service Specialists are available Monday through Friday 8:00 AM to 4:30 PM (EST). Voice mail is available after business hours and on holidays.

SAMPLES Contact Customer Service for available samples. Fees may apply.

RUSH Rytex does not currently offer rush production. For expedited deliveries, please upgrade your shipping method.

MARKETING Dealers are required to maintain current marketing materials. Items ordered from obsolete material will not be accepted. For current Rytex offerings, contact Customer Service or visit rytex.net.

SHIPPING Rytex utilizes reliable carriers including FedEx, UPS and US Postal Service. For expedited deliveries, choose overnight or 2-Day services. Multiple orders shipping to the same address must be submitted together. Failure to include shipping address on orders will result in shipment to the retailer. Shipments to Hawaii, Alaska and Puerto Rico are mailed via US Postal Service (subject to USPS rates). Carrier damage claims must be reported to Rytex within 10 days of receipt of order. Loss claims must be reported to Rytex within 30 days of order date. Claims filed outside this timeframe may be ineligible for credit or no charge replacement. Contact Customer Service for details. Additional charges may apply to reshipment of carrier returns. Shipping scale below includes the contiguous 48 states*:

FLAT RATE SHIPPING

SHIPMENT METHOD	COST PER SHIPMENT
Stickers and Labels only	\$5*
Ground	\$10*
Two Day	\$18*
Overnight	\$30*
Drop ship fee	\$3*

*rates subject to change without notice