



## Hours

Monday thru Friday

Warehouse: 9:00 am to 4:30 pm EST

Office: 8:30 am to 5:00 pm EST

## Closed:

Saturdays & Sundays

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Black Friday

Christmas Eve thru New Year's Day

## To Order:

Phone: 717-865-6524

Fax: 717-865-7424

Website: [www.yourheartsdelight.com](http://www.yourheartsdelight.com)

**E-mail:** [info@yourheartsdelight.com](mailto:info@yourheartsdelight.com)

**Facebook:** YourHeartsDelight

**Instagram:** @audreysyhd

**YouTube:** YourHeartsDelight

**Sales Tax:** All customers must submit a Sales and Use Tax Exemption Certificate in order to register an account. Please submit this form to:

Audrey's, Attn: New Customer Dept.  
55 Mull Lane, Lebanon, PA 17046

or fax to 717-865-7424 or  
email to [info@yourheartsdelight.com](mailto:info@yourheartsdelight.com)

## Miscellaneous Notes:

1. Shipping time is based upon existing orders and backlog.
2. You will only be charged for items that are shipped plus freight.
3. Audrey's owns all the products and designs shown in this catalog. These designs may not be manufactured or produced in any form without written permission from Audrey's.
4. Fabric snowmen, bunnies, etc. are not washable.

## Terms and Conditions

**Warehouse:** Our warehouse is open to approved wholesale customers only. Directions may be obtained on the website under "contact us". Address: 55 Mull Lane (off Union Road), Lebanon, PA 17046

**Minimum Order:** Minimum order is \$250 for new accounts; \$100 minimum for reorders.

**\*Pricing/Product Changes/Cancellations/Sizes:** All prices are stated and payable in US Dollars. Products are subject to cancellation without notice. All product sizes are approximate. Colors may vary from pictures. Pricing, products, and sizes are all subject to change without notice. We are not responsible for printing errors.

**Shipping Instructions:** Unless otherwise specified all orders will be shipped FedEx FOB Lebanon, PA. Shipping charges are based on FedEx rates. If you do not wish us to ship any backorders, please let us know. If the backorder is not cancelled, we will not be held responsible for freight on returned backorders. Backorders under \$100 are cancelled automatically. Audrey's reserves the right to cancel any order, without notice, if necessary, due to product availability or other reasons.

**Returns Policy:** We strive to provide the best customer service possible. We stand behind our service and will gladly take back any return due to Audrey's error. Please open and inspect your merchandise promptly. All claims of damaged merchandise must be made within 30 days of receipt. Photos of the products may be required to process your claim. Audrey's will determine if the product will be picked up. Credits over \$20.00 will be refunded in the form of payment received. Any credits under \$20.00 will remain on your account to be deducted from next payment. No credit will be given for merchandise returned in shopworn condition or with price tags. No COD returns will be accepted. Replacements for products under \$20.00 will not be shipped.

**Invoice/Payment Terms:** Terms are credit card for US and Canadian customers; wire transfer for all other international orders. Audrey's complete and signed credit application must be approved and on file to be considered for net terms. 1.5% interest per month is charged on overdue invoices. If an account is placed for collections, the customer will pay all attorney and handling fees.

Accounts will be charged \$35 for checks returned for any reason.

All duties, customs, & broker fees are the responsibility of the buyer for all Canadian & international orders.