WAKEFIELDS, INC. / MARTIN'S FAMILY CLOTHING

INFORMATION REGARDING RETURN OR REJECTED GOODS

Options for Defective or Damaged Merchandise

1. Request for Return Authorization. A Request for Return Authorization will be emailed or mailed to you. Merchandise will be shipped upon receipt of the Return Authorization and you will be charged freight and handling. If no response to the Request for Return Authorization is received within thirty (30) days a second notice will be emailed or mailed to you. After ten (10) days the goods will be either discarded or donated and credit will be taken on your next remittance. This is the default option for handling such goods.

2. Defective / Damage Goods Allowance. An allowance will be taken against all invoices to compensate for defective or damaged goods. Contact the Accounts Payable Department to negotiate a damage allowance by emailing drollins@wakefields.com or calling 256-237-9521 ext. 240

3. Automatic Discard / Donate Credit. A debit memo will be sent to you, but the merchandise will not be physically returned. You will not be charged freight or handling for merchandise. Contact the Returns Department by emailing cb@wakefields.com or calling 256-835-0214 to be set up on this option.

4. Standing Return Authorization. Merchandise will be shipped to you monthly with the Standing Return Authorization provided. A copy of the debit memo will arrive with the merchandise, and you will not be contacted by Wakefield's, Inc. Contact the Returns Department by emailing cb@wakefields.com or calling 256-835-0214 to be set up on this option.

Rejected Goods

Wakefield's, Inc. has the right to return to a vendor, for full credit or refund, all or a portion of any goods received that are not in conformity with a purchase order issued by Wakefield's. In the event of rejection by Wakefield's of all or a portion of the goods, Wakefield's may charge to the vendor and set-off against any payments due the vendor all expense of unpacking, examining, repacking, storing and shipping any goods rejected.