

# Lace Collective

## SHOWROOM POLICIES

### Cancellations and Revisions

- Orders MUST be cancelled 30 days before the start ship date
- Cancellations are not allowed during market week. Please email them to your rep or hello@lacecollectiveco.com
- If you need to make any changes to an order written at market, please contact our team within five days of placing the order via email
- Please note buyers are now required to keep up with all orders as we are not able to cross reference for duplicated styles. Buyers may be held liable of cost of label to return duplicate styles.

### Credit Cards

- Card information provided will be charged only as the product ships
- When you receive a new credit card, please inform hello@lacecollectiveco.com
- If the card on file declines, our team will contact you. After a week of us attempting to contact you, your goods are at risk of being released. If this happens multiple times, it can affect your relationship with Lace Collective and the brand moving forward.
- Failure to take goods could warrant store to be placed on a "Do Not Sell" list.

### Orders Received

- Please inspect all goods received as soon as you receive them for any corrections or damages. Please contact our team within seven days of goods being received. After this point, we can not guarantee an RA from the brand.
- Accounts are considered inactive if the brand does not receive orders/ship goods for six months, and may have to rewrite the opening order minimum.

We appreciate you working with Lace Collective!

xo LC Team

**SHOWROOM OWNER + CEO**

Lacey Snyder

**SHOWROOM OWNER + CFO**

Travis Snyder

**SHOWROOM MANAGER**

Ashton Hawk

### ACCOUNT EXECUTIVES

Lauren Williams: NE, KS, OK, TX

Hunter Woodall: MO, AR, MS, LA