Terms of Sale

All prices are shown at suggested retail. Prices subject to change without notice.

Minimum Order:
$100 net on opening order with credit card
$250 net on opening order with N/30 terms
$100 net on all re-orders

To Open a New Account:
Visit Exaclair.com and fill out the application under "Become a Retailer." Credit card orders will be processed immediately. To establish credit terms, please allow up to two weeks upon submission of a qualifying order of $250.00 (net) or more.

Claims

Shipping Discrepancies/Missing Items:
Claims for discrepancies or missing items must be submitted in writing within **5 business days** of the delivery date.

Damaged Cartons/Items:
Claims for damaged cartons or items must be submitted in writing within **2 business** days of the delivery date and must include photos of the damaged cartons and items.

Defective Items/Hidden Damages:
Claims for defective items or hidden damages (within intact packaging) must be submitted in writing within **4 weeks** of the delivery date and must include photos of the packaging and defective items.

Returns:
Merchandise may be returned for a refund within **10 business days** of delivery if in the original, unopened packaging. Request a Return Authorization Number (RA#) from Exaclair's customer service (sales@exaclair.com) prior to returning any item. A 10% restocking fee will be applied to all returns.

Please Note:
Include the purchase order (PO) or invoice number with all claims. Exaclair reserves the right to refuse any claim or return that does not meet these guidelines.

Shipping

All orders are shipped F.O.B./Hamburg, NY from our upstate NY warehouse.

Unless otherwise specified, we ship UPS Ground, FedEx Ground or USPS Priority Mail. Standard shipping rates apply and are added to all invoices.

Order Online 24/7

ExaclairB2B.com is for the exclusive use of our approved retailers. It allows you to check pricing, place orders, and access online-only sales and promotions with discounts up to 70% off suggested retail pricing. Prices subject to change without notice. Approved retailers can email sales@exaclair.com for your username and password.

Online Resources

ExaclairRetailers.com hosts a photo archive of product images as well as downloadable and printable versions of our current catalogs for retailer use.

Additional brand information can be found at:

Exaclair.com
JHerbin.com
QuoVadisPlanners.com
RhodiaPads.com

Exaclair, Inc.
143 West 29th Street, Suite 1000
New York, NY 10001

Tel. 646-473-1754
Customer Service - x 110
Accounting - x 116
Marketing - x 115

Email: sales@exaclair.com
www.exaclair.com

BLOCKX

Brause

CERNIT

Clairefontaine
FINE ARTS

décopatch

Jacques HERBIN

RHODIA Touch

Stillman & Birn™

About Us

Exaclair, Inc. has been importing and distributing high-quality stationery products from France for home, office, and school use since 1984. Our extensive product range includes notebooks, journals, sketchpads, craft supplies, calligraphy tools, inks, planners, and social stationery. We also offer custom products for corporate gifting. Our offices are located in New York City, while our warehouse and manufacturing facility are based in Hamburg, NY.

Exaclair, Inc. is a wholly owned subsidiary of **Group Exacompta Clairefontaine**, founded in 1858 and headquartered in Etival-Clairefontaine, France. As Europe's sole manufacturer of both paper and finished paper products, **Exacompta Clairefontaine** upholds the highest quality and sustainability standards. The Group owns renowned brands, among them **Clairefontaine, Exacompta, Rhodia, Quo Vadis, Jacques Herbin, Stillman & Birn, G. Lalo, Blockx, Brause, Schut and Decopatch**. Exaclair is the exclusive U.S. importer and distributor of finished products from these brands.

Our Mission

For almost two centuries, **Group Exacompta Clairefontaine** products have been essential tools for creative people everywhere. Each item is thoughtfully designed and meticulously crafted to build a connection to the creative process and inspire imagination.

Exaclair brings the rich heritage of these products to the US market. While deeply rooted in the artisan tradition, we still innovate to meet the needs of our community. We're committed to listening to—and learning from—our customers, partners, and resellers, and strive to perfect the balance of form and function in everything we bring to market.

Exaclair products are accessible luxuries linked to a treasured centuries-old legacy of craftmanship. Our paper is an unrivaled canvas for ideas, our writing instruments are optimized to let inspiration flow, and our company is driven by an unwavering commitment to help creative people everywhere make their mark in the world.