



PROSPECTIVE VENDOR FREQUENTLY ASKED QUESTIONS

PRODUCT OFFER SUBMISSION TO PIER 1 IMPORTS

What type of products does Pier 1 Imports sell?

Pier 1 Imports' product categories include seasonal merchandise, candles and home fragrance, tabletop, home accents and décor, rugs, pillows, window coverings, furniture, and gifts.

How does my company introduce its products / services to Pier 1 Imports?

Product can be introduced to Pier 1 Imports via email communication or via postal/courier service. If the product fits within our merchandise direction, a follow-up meeting may be scheduled to discuss/review further.

How would I send information on a product via email?

Email new product offers to VendorProductOffers@pier1.com. The subject line should include the words "New Product Offer" and the type of product, for example "New Product Offer – Rugs". Email should provide product information, best price quote, photo, company profile and contact information.

What is the mailing address for postal/courier submissions?

Product offers sent via the postal /courier service should include product information, best price quote, photo, company profile and contact information and should be sent to the following address:

Pier 1 Imports (U.S.), Inc.
Attn: Merchandise Product Offer
100 Pier 1 Place
Ft. Worth, TX 76102-2600

Instead of sending an offer, may my company's product be presented in a meeting directly with the buyer?

Submissions made by email or postal/courier service is preferred as this allows Pier 1 Imports to first determine if the product meets its merchandise selection criteria.

How does Pier 1 handle submissions of materials that have copyright, design or trademark protection?

Pier 1 Imports respects all intellectual property rights. Such submissions are held in the strictest confidence.

SAMPLES

Can samples be submitted with the offer?

No, please do not send samples. Initial photos and information will be sufficient to determine if there is interest in the product.

Does Pier 1 Imports pay for samples?

Pier 1 Imports does not pay for samples unless vendor receives prior authorization from the Buyer on the amount to be invoiced. Pier 1 Imports does not pay for sample freight of unsolicited samples.

If samples are submitted, will they be returned if there is no interest?

No, any samples submitted to Pier 1 Imports for review will not be returned.

PRODUCT OFFER REVIEW PROCESS / FOLLOW-UP

Who should be contacted if more information is needed prior to sending the product offer?

Email questions/inquires regarding the new product process to VendorProductOffers@pier1.com. The subject line should include the words "New Product Offer – Process Inquiry".

How long is the review process?

The review process can take up to four weeks.

Who should be contacted to follow-up on the status of the offer?

Pier 1 Imports intends to respond to all product submissions. If it has been more than six weeks since the offer was submitted and no response was received, please resubmit offer for review. See PRODUCT OFFER SUBMISSION TO PIER 1 IMPORTS above.

How do we make contact with the buyer of the product?

The buyer will receive the new product offer submission and will respond once the offer has been reviewed.

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PRODUCT/VENDOR SELECTION

What happens next if Pier 1 Imports is interested in my company's product/services?

The buyer will contact your company if there is interest in the product. Should they decide to purchase the product, your company will be required to complete our new vendor packet. Upon receipt of the required information, your company will be set up in our systems as a vendor. Your company will be provided a user name and password to access Pier 1 Imports' Connect Portal via "Current Member - Login to Connect Portal" <http://connect.pier1.com>.

How long does it take to receive a user name and password?

From receipt of all required documentation, as requested in the new vendor packet, it takes approximately two to four business days

New vendor paperwork has been submitted but my company has not received its User Name and password, who should be contacted?

Inquiries regarding status of user name and password may be sent to VendorProductOffers@pier1.com.

BUSINESS REQUIREMENTS /STANDARDS

What are the requirements for doing business with Pier 1 Imports?

Click on the links under **Vendor Relations** for more information:

[Commitment to Vendor Accountability](#)

[Merchandise Safety](#)

Is there a vendor manual my company can review to determine if we can meet Pier 1 Imports' standards?

Currently, Pier 1 Imports' Vendor Standards Manual is available only to Current Members/active vendors via the Pier 1 Connect Portal. Any questions specific to the product can be discussed with the buyer once contact has been established.

What are Pier 1 Imports' system requirements?

Personal Computer

Microsoft Windows XP Service Pack 2 (or higher, like Vista)

Internet Connection (high-speed recommended)

Recommended 2G memory

What are Pier 1 Imports' payment terms/methods?

Pier 1 Imports negotiates payment terms with its vendors. Payments are made via ACH (domestic electronic payments) or wire transfer (foreign electronic payments).