

# Matilda Jane Clothing

## TRUNK KEEPER

### Policies and Procedures

These policies and procedures provide basic instructions and guidelines for Trunk Keepers to carry out their Agreement with MJC Acquisitions, LLC, which is hereinafter referred to as “Matilda Jane”, “Matilda Jane Clothing”, “MJC”, or “The Company”.

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# WELCOME

We are thrilled to have you join Matilda Jane Clothing! Inside these pages you will find the tools needed to get a jump start on creating a fun and exciting new business of your own. Your enrolling Trunk Keeper is also there to help you out—contact her right away to set up a time to talk through the ins and outs of being an MJC Trunk Keeper!

First, we need to get to know one another. It is important for you to know why MJC does the things we do and the way we do them. And of course there is all that administrative stuff that you may be tempted to skim through – but we really need you to know how we work.

By carefully planning and preparing, you and your Trunk will work like a well-oiled machine. It is so important for you to commit to your business, take ownership of the pros and cons, and spend time nurturing it at this beginning stage.

Once again, welcome! We are thrilled to have you as a part of this special company.

# WHAT'S FIRST

Introducing...

## Matilda Jane Clothing

3619 Centennial Drive, Fort Wayne, Indiana 46808  
www.matildajaneclimbing.com

Phone 260-424-3511

Fax 260-424-3533

General customer care questions: [customercare@matildajaneclimbing.com](mailto:customercare@matildajaneclimbing.com)

Returns & exchanges: [returns@matildajaneclimbing.com](mailto:returns@matildajaneclimbing.com)

### TRUNK KEEPER SUPPORT TEAM

Hours: Monday - Friday 9:00 A.M. to 5:00 P.M. EST

Customer Care Coordinators

Tina Roy

Becky Pence

Customer Care Team

Niki Zickafoose

Laquinda Brown

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Director of Field Development  
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# Our Why

We believe lasting success at Matilda Jane will be the result of one thing above all else: relationships. As a child, you may have been taught the Golden Rule: treat others as you would like to be treated. We have a slightly different take on this rule—we strive to treat others as THEY wish to be treated. The only way to truly know how others would like to be treated is to have a relationship with them.

Sales success at Matilda Jane is due to more than just our unique designs. Success for us is a combined effort of innovative design, smooth operations, and great people, all based on a strong foundation of loyal relationships.

Your clients' loyalty and love of our product is the secret to repeat sales. While many other companies will come into the market, Matilda Jane's strength will be maintained through each and every relationship you bring into your business. YOU are the key ingredient to growth and success.

The heart of Matilda Jane is what sets each of you apart from the rest. It starts with a smile at a Trunk Show, but it goes well beyond by touching our customers' lives. Making sure you remember names and special occasions and being there as a friend through each order, return, etc. is what makes us truly special.

If a man is called to be a streetsweeper, he should sweep streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and earth will pause to say, here lived a great streetsweeper who did his job well.

~ Martin Luther King Jr.

# Our Belief

We believe that Matilda Jane Clothing should be the most sought after children's clothing brand and home-based business career. We can achieve this by keeping the way we do things simple and preventing anything that may dilute the brand. The way to keep the heart of Matilda Jane Clothing in place as we experience growth is by clearly defining ways in which each member of MJC may and may not conduct his or her business.

Our relationship with each of our Trunk Keepers is a partnership in which MJC agrees to provide a viable home-based career opportunity and each Trunk Keeper agrees to represent Matilda Jane Clothing in a way that protects and preserves our unique niche in the direct sales community.

Please review, embrace, and promote the Matilda Jane business policies. We take these policies very seriously and hold each of our team members to these standards.

We are at our very best,  
and we are happiest, when  
we are fully engaged in  
work we enjoy on the  
journey toward the goal  
we've established for  
ourselves. It gives meaning  
to our time off and comfort  
to our sleep. It makes  
everything else in life so  
wonderful, so worthwhile.

~Earl Nightingale

# Our Purpose

Matilda Jane Clothing has a two fold purpose:

To use the relaxing environment of a home to show and sell our unique style of designer clothing and products.

- AND TO -

Provide a substantial earning opportunity to our Independent Representatives, "Trunk Keepers", as well as support, training, and recognition.

With small beginnings at local community Art Fairs, Matilda Jane has continually heard from customers and friends a desire for greater accessibility to our collections. In addition, the desire for a home-based business opportunity with Matilda Jane Clothing has been repeated by these same customers and friends. So in 2006, MJC launched into the Direct Sales Community with all the passion and enthusiasm that was given to our very first Art Fair. We had a very tight circle of friends to begin this new journey, and now we are welcoming women across the nation into our once small, one women show. Denise DeMarchis gave all that was within her in creating the Matilda Jane brand. And it is her heart for the customer that motivates every decision within Matilda Jane.

The design team designs and creates two new collections each year, with mid-season surprises sprinkled in just to keep MJC unpredictable. Our Trunk Keepers are provided with a Sample Line representing each item in the collection and are trained in the MJC way, which includes:

## **Wearing MJC**

Trunk Keepers use their everyday activities and contacts as their single most important marketing tool by wearing the current Matilda Jane Clothing adult collection, and encouraging their daughters to do the same.

## **Showing MJC**

Matilda Jane Trunk Keepers display and present the collection in the privacy of a relaxed home setting. Our Trunk Keepers know and conduct their business in a way that exceeds their customers' expectations, thus ensuring returning Janes and customers season after season.

## **Sharing MJC**

MJC Trunk Keepers look for those who would be a match for MJC and find occasions to share this exceptional business with them. When you are truly ready to share your MJC story this discussion about your business will be natural and easy. As a Trunk Keeper remember to keep this business simple. Our TKs' effort and focus are on activities that will build a successful and sustainable business.



# Our Values

Matilda Jane Clothing is committed to core values which are at the heart of our day-to-day decision making. The importance of a relationship with each of our team members and customers is at the fore front of these values. We strive to offer something unique through the Matilda Jane experience by providing an exceptional product and rewarding career opportunity. We will only succeed when we are firm in our beliefs and operate our business around these core values.

## **Quality**

Matilda Jane Clothing is committed to quality in every part of our business. We are continually searching for ways to exceed our customers' expectations of choice, value, and quality in every product and service we provide. This is why we respond to each mistake, accident, or unmet expectation as another opportunity to learn and grow. Our company's team members will discover a return on their investment early in their business when they commit their time and personal strengths and follow MJC's model of excellence.

## **Integrity**

Matilda Jane Clothing believes that the only way to achieve enduring relationships is by building them on trust, and trust comes from honesty and truthfulness. The Matilda Jane Executive and Leadership Teams work continually to create a culture of openness as we share the highs and lows of business and the rationale for decisions. Trunk Keepers should trust the decisions of the Matilda Jane Leadership and are encouraged to seek another opportunity if they cannot. MJC team members are honest and truthful in all they do and build each customer relationship with a firm foundation of trust.

## **Teamwork**

Matilda Jane Clothing Trunk Keepers work together as a team, partnering together as we experience the highs and lows of this great adventure we call Matilda Jane Clothing. The MJC Leadership, Home Office and Field Representatives share a common pride and commitment to one another and the success of Matilda Jane Clothing.

## **Responsibility**

Matilda Jane Clothing's Leadership is ultimately responsible for the success of the company. There is no one else but ourselves to do what must be done to create the success we are seeking. Each Trunk Keeper must own their business and take responsibility for working hard and committing to reaching her own personal goals. Together we will celebrate our joint efforts as we each meet our responsibilities to our customers and to one another.

# THE MATILDA JANE DIFFERENCE

Matilda Jane Clothing provides a unique product and presents it to the community in a unique in-home environment giving unique results. As a Matilda Jane Trunk Keeper you are a partner with MJC in this uniqueness. Our partnership is one in which MJC provides a rewarding home-based business opportunity and Trunk Keepers agree to represent Matilda Jane Clothing in a professional way that protects and preserves our unique niche in the direct sales community.

This means YOU are a significant part of the MJC Way. Your clients are buying you as much as they are buying our clothes. Take time to consider what kind of experience you want to give your Jane and customers. To help you better form your desired business, consider these following questions:

- What makes your way, the MJC Way, different than other shopping venues?
  - Shopping in a fun, friendly, warm environment of a home
  - No hassle convenience
  - Shopping with friends and their little gals
  - Complete satisfaction and personal attention
  - Professional assistance in outfit combinations
  - Exceeding expectations in customer service
- What is more important, getting to know your customers and their special little girls and addressing their needs, or just taking the order?
- How are you promoting lifelong relationships with your customers and their daughters?
- How can you provide service beyond what your customer believes is reasonable?
- Are you as familiar with your MJC collections as your customers are with your competitor's current styles?
- Products are everywhere, but recently service is a rare thing. If you offer exceptional service, your business will grow, if you don't, it won't. How are you in the service business vs. the product business?
- What ways do you serve your customers' needs and create long-term loyalty?

# Code of Kindness

Matilda Jane Clothing sees a definite need to build a business with kindness. The MJC Way is focused on three key ways to build a business; Wearing MJC, Showing MJC and Sharing MJC. This is done in a kind and considerate way.

## HOW TO BUILD A BUSINESS:

### THE MJC WAY:

#### **Wearing MJC:**

Taking advantage of any and all opportunities to wear MJC and dressing your daughters in MJC will be your single best way to market you and your MJC business.

#### **Showing MJC:**

Trunk Keepers display and present the MJC collections in a warm, friendly home environment. When you strive to provide personal attention to each of your customers' needs in a way that goes beyond their expectations, you will draw new Janes and customers to your business season after season. Before you know it, your business has doubled.

#### **Sharing MJC:**

Trunk Keepers always have their eyes open for ladies who would be a match for MJC. When you are excited about your business and share your love for MJC with others many opportunities to share the MJC business will present themselves. Sharing your MJC experience will be comfortable and natural especially when you have prepared yourself by knowing the MJC business plan.

## HOW TO BUILD A RELATIONSHIP:

### THE MJC CODE OF KINDNESS

Trunk Keepers always put relationships before their personal goals. Relationships are the heart of any successful business; we build on them, our business grows because of them, and we must all treasure them. A Matilda Jane Team Member never builds her business at the expense of others, especially her sister Trunk Keepers. When meeting someone who has a Trunk Keeper or has held a Trunk Show with a sister Trunk Keeper who is currently enrolled, you are first and foremost your colleague's advocate and do not give your card or any business information. You realize your long term success in building and protecting your business relationships will be honoring your personal Code of Kindness.

# Code of Kindness

## HOW TO BUILD A BUSINESS:

### THE MJC WAY:

#### Plan to Succeed

Every Matilda Jane Trunk Keeper must plan in order to have success. Meeting with your Enrolling Trunk Keeper and Team Leader to script your business plan will create a motivational force in your business. Having short-term goals with long-term objectives will ensure success. Always begin with the end result in mind.

#### Never Stop Learning

At the beginning, you don't know what you need to know to be successful. You may have an idea of what it will take, but it is through having a willingness and eagerness to learn from others and take advantage of their experience that will bring true understanding. You will need to identify your strengths as well as weaknesses and commit to improve them both. Taking advantage of Team and Company training is a great opportunity to learn from our very best all the ins and outs of building a strong business.

#### Never Give Up

We have all heard, "into every life a little rain must fall," but every time it rains we still complain. It is one of life's little guarantees; you will face obstacles and experience disappointments and setbacks. Believe in yourself, don't dwell on your situation, and look to your resources. They are there to provide a solution for your rainy day.

## HOW TO BUILD A RELATIONSHIP:

### THE MJC CODE OF KINDNESS

#### Measuring Success

Your long-term success will be attributed to how you have preserved and developed relationships. MJC Trunk Keepers have an attitude of gratitude towards all Matilda Jane Team Members, from the "New Kid on the Block" to the Executive Team at the Home Office as well as each and every customer and potential customer you meet.

#### Share the Love

Trunk Keepers are part of a team and a team is nothing without TEAMWORK. Your success is tied to the success of MJC, and each of your sister Trunk Keepers ability to share resources, ideas, and tools. TEAMWORK is what causes relationships to grow deeper by the sharing of knowledge. When a new Trunk Keeper joins near you, WELCOME her and show her what being a part of this wonderful company is all about!

#### Keep the Faith

Through obstacles and disappointments Trunk Keepers must keep a professional, first class demeanor with every sister Trunk Keeper, Jane, customer and member of Home Office. Never complain down; always express your concerns to your advising colleague. Remember, Matilda Jane's reputation and the reputations of each Trunk Keeper and Team member must always be preserved. Trunk Keepers agree to uphold the brand, Home office Employees and sister Trunk Keepers in a positive light at all times. Behavior unbecoming of a Trunk Keeper is subject to disciplinary actions or termination of contract. In that spirit, a Trunk Keeper can, in no way, speak negatively about the company in any forum/social media site.

# Our Policies

## **WHAT IS A TRUNK SHOW?**

To qualify for trunk show perks, a show must have a minimum of 3 guest orders totaling at least \$300, in addition to the Jane order. Janes can earn amazing perks by meeting the above criteria to qualify. As a Trunk Keeper, you can also act as a Jane for your own show, and cash in on the Jane Perks your show earns. If you are cashing in Jane Perks, please use the discounted items to dress yourself, your daughter, or to add to the items you take to your shows.

## **PAYMENT METHODS ACCEPTED BY MATILDA JANE:**

- Visa
- Mastercard
- Discover
- American Express

## **Trunk Payment Guidelines:**

A Trunk Keeper must ensure trunk payments are being made in accordance with the Paid in Full or Payment Plan arrangement. Trunk payments may only be made using a credit/debit card. Trunk payments are collected on the 20th of the month. A Trunk Keeper must ensure that an active credit card is on file with MJC or funds are in the bank account if a debit card is on file. If a Trunk payment is declined due to MJC not having an active credit card on file or funds not available in the Trunk Keeper bank account, and the Trunk Keeper is not responsive to collection efforts, MJC will, at its discretion, inactive the Trunk Keeper and make the Trunk Keeper unsearchable on the website until the debt is paid.

If a transaction is unpaid or declined, it may be reprocessed including a \$25 Non-Sufficient Funds (NSF) fee.

Trunk Keeper will have commissions and/or incentives garnished.

Trunk Keeper may be locked out of the ordering system.

MJC will reserve the rights to stop shipments of sample trunk kits.

At the discretion of MJC, the Trunk Keeper's contract may be terminated during the current season or may not be renewed for the following season.

As an Independent Representative for MJC, each Trunk Keeper will be issued a 1099 reflecting commission earned throughout the year. This requires MJC to have a completed W-9 on file for each Trunk Keeper. MJC may suspend the payment of any commission or bonus to a Trunk Keeper until the W-9 has been received by the office.

### **Compensation Distribution:**

Any orders received by Matilda Jane Clothing by the last day of the month will be paid on the 15th of the following month. Being paid on the 15th of the month means all commission will be transmitted via Automatic Deposit on or before the 15th. Receipt of your Automatic Deposit occurs 2-4 days later. If the 15th falls on a weekend or holiday, Automatic Deposits will be transmitted the previous business day. If your MJC account is not current or has a negative balance, suspension of order processing and payments of commissions will be interrupted. Please be responsible in keeping your MJC account current.

### **Gift Cards:**

Commission is earned upon the redemption of a gift card, but is not earned upon the purchase of a gift card. Please keep in mind that any exchanged or returned items as well as "sold-outs" affect your Commissionable Sales Volume. If you ever have any questions regarding commissions, please email [customercare@matildajaneclimbing.com](mailto:customercare@matildajaneclimbing.com) for assistance.

### **INVITATION GUIDELINES:**

From the beginning, Matilda Jane Clothing has been about giving that personal touch. As we grew into the direct selling community, we purposely designed the personal touch in the way we invite our friends to the in-home Trunk Shows. We define an invitation by the standard MJC Invitation sold by Matilda Jane Clothing only. We will also approve a specialized invitation created for an event that is approved by Matilda Jane Clothing. All invitations must have a Trunk Keeper's contact information, and identify her as an "Independent Matilda Jane Clothing Trunk Keeper." Kindly keep in mind all trademark and copyright policies when creating invitations. E-Banners are offered on the Trunk Keepers Blog with instructions on their use. These do not replace the mailed invitation, but are helpful for your Janes. We recognize email is the way of the times, but still believe a personal, mailed invitation is BEST! Everyone loves to get mail!

### **VIRTUAL TRUNK SHOWS:**

Virtual Trunk Shows are permitted, but discouraged because the internet can have both positive and negative effects on our business.

- No materials with the Matilda Jane copyright may be posted anywhere on the board, including but not limited to pictures, logo, and wording.
- The Jane of a Virtual Trunk Show is prohibited from offering customer incentives. Offering customers tax-free, free shipping, or part of the Jane Perks is strictly prohibited and may result in a Trunk Show being cancelled. It is the responsibility of the Trunk Keeper to ensure the Virtual Jane abides by these policies.
- The Trunk Keeper must provide customers with all contact information including her full name, personal telephone number, and email address.
- No group orders are permitted. Each customer must provide their own personal form of payment.
- Trunk Keeper **MUST** personally contact each customer to verify payment information.
- Be considerate of your sister Trunk Keepers when scheduling Virtual Trunk Shows.

### **Trunk Keeper Supplies**

Items ordered through TK supplies are intended for gifting or personal use only. These items may not be resold.

## **GIVEAWAYS & INCENTIVES:**

An incentive is anything one offers and promotes to increase business. A gift is something one gives after the fact as a thank you and is not considered an incentive. Matilda Jane Clothing offers a very generous Jane Benefits program. Trunk Keepers may not offer any additional kind of Jane Benefit, coupons, discounts, financial incentives or her personal purchase benefits to promote her business in a public manner. You cannot provide your Jane with items to publically promote as an incentive for her show. We do want you to be able to participate in business building activities, so you may offer incentives to your personal customers (i.e. booking gifts, bring a friend to the show and get free shipping, etc). You may promote this to your personal customers only at a show, through text, email or your personal, private social media group that customers have to agree to be a part of or view. This does not include private groups set up by 3rd parties (i.e. MJ addicts, BST pages, Mom's pages, etc). Please keep the focus on promoting the Jane Benefits as MJC's official business building incentive. The above also applies for any recruiting incentive offers put in place by the trunk Keeper in hopes of adding new team members. Please note that you can have a public business page if you choose as long as there are not offers or incentives on this page.

Your private, personal group on social media should be titled as follows: Your full name - Independent Trunk Keeper #(your TK ID), Matilda Jane Clothing.

## **SAMPLE SALES:**

Trunk Keepers may never sell a sample prior to the end of the season, or before all sizes in that item are "Sold Out". Selling samples for more than the retail value is prohibited and E-bay auctions of any MJC items, including samples, are unacceptable and are grounds for termination of your contract. Samples are not eligible for return or exchange.

During the term of your contract, you are not allowed to sell any Matilda Jane items online, in retail establishments or consignment shops. This includes, but is not limited to: current trunk show season pieces, past trunk show season pieces, Platinum pieces, art fair pieces, catalogs, handbooks, display racks and mannequins. The ONLY exception to this is you are permitted to liquidate your trunk at the end of the season in a private, personal Facebook group for a limited time for your customers. Samples must be sold directly by the TK and not through a family member, customer or any 3rd party.

## **2nd SAMPLE TRUNK:**

As a Trunk Keeper's business continues to grow and the in-home shows she conducts have increased attendance, a second set of samples may be needed. It is recommended to borrow samples from another Trunk Keeper for these large shows. A second set of samples may be available for purchase when the following requirements are met:

- The Trunk Keeper is going into her third+ season with MJC.
- The previous season CSV is a minimum of \$70,000.00.
- The second set of samples is offered at the same discount as the First trunk. Standard Trunk shipping rates apply to both sample trunks.
  - Matilda Jane reserves the right to deny the purchase of a second sample trunk for any reason.

The purchase of a second set of samples is permitted in order for your customers to have easier access to the samples during a very large in-home show. We do not recommend the purchase of a second set of sample for any other purpose.



## **SOLD-OUT RE-ACCOMMODATION ORDER POLICY & PROCEDURE:**

### **Policy and Purpose –**

On rare occasions, an item is oversold. When this happens, Matilda Jane will issue a refund to the customer for the price paid for the item plus any applicable shipping fees. Matilda Jane will send notification to the email address provided in the order regarding the sold out item. You can view the transaction in your ordering history. You as the Trunk Keeper will be responsible for reaching out to your customer and offering to place a re-accommodation order for her. This is a great opportunity for you to offer something she may have had her eye on.

A re-accommodation order is item for item—if your customer has one sold out item, she can receive only one item on a re-accommodation order. If your customer would like to add an additional item, it will no longer be considered a re-accommodation and must be submitted through the Trunk Panel ordering system as a new order with applicable shipping charges.

### **Re-Accommodation Procedure -**

- A re-accommodation order must be received by Matilda Jane within 30 days of the sold out notification via email and/or your order history. It is the responsibility of the Trunk Keeper to review her order history regularly and to reach out to a customer in the event of an oversold item.
- There is no shipping charge on a re-accommodation order.
- If a Jane Perk was used on the sold out item, that perk will be applied to the replacement item.
- When you have a customer who didn't receive an item because it was sold out, you can help her place a re-accommodation order by emailing Customer Care a customer order form clearly marked "re-accommodation order" at the top.
  1. Fill out the order form with your customer's personal information AND provide the original Trunk Show number, order number, name of the sold out item, and price paid/discount used on that item.
  2. Include payment, billing, and shipping information.
- Re-accommodation orders are processed within 7 business days of receipt and ship directly to the customer at no charge.

### **PRICE ADJUSTMENTS:**

If a customer notifies MJC, price adjustments will be granted.

- If a full price purchase was made within 7 days of the item going on sale, a gift card for the difference will be granted.
- If a full price purchase was made within 2 days of the item going on sale, a refund will be granted in the original form of payment (or a gift card if preferred).

## **RETURNS AND EXCHANGES:**

From time to time, a customer will call needing to return or exchange her purchase. Treat these as opportunities to have another chance to enrich the relationship. Being a problem solver and going above what is expected will lessen any frustration she may be feeling. Minimizing returns and exchanges comes from knowing the fit of each garment and what would look best on each body shape. Giving each customer your attention during the ordering time of your show will catch any size discrepancies thus lowering many reasons for returned merchandise. Please share the MJC return and exchange policy with each customer:

- All non-defective returns must be made within 30 days of the date the order was delivered. Delivery is determined by FEDX/USPS tracking to the customer. Non-defective returns received after 30 days will automatically receive a refund to an MJC gift card.
- Purchases made during a promotion or a sale may be subject to a different return/exchange policy. Please see promotion/sale details for complete information.
- Refunds will be issued the same way as the purchase; cash or check purchases through TK payment will receive a company check refund, and credits will be credited to credit card used for the purchase. The TK will then be debited for the amount. Only the individual who purchased garment will be credited. If received as a gift, customer will receive credit to a MJC gift card.
- The cost of shipping a return back to MJC is the responsibility of the customer on non-defective items. MJC will cover the cost of shipping back to the customer.
- Matilda Jane will NOT accept any postage due packages.
- Matilda Jane is not responsible for customer returns that are not received.

### **PLEASE SEND TO, VIA A TRACEABLE AND INSURED SHIPPING METHOD:**

**Matilda Jane Clothing  
Return Department  
3619 Centennial Drive  
Fort Wayne, IN 46808  
returns@matildajaneclimbing.com**

- Merchandise returned within 60 days from the date the order was delivered due to defect or discrepancy will be accepted upon MJC inspection. Customer shipping expense up to \$5.95 will be refunded via Company check or applied to the customer credit card.
- The corresponding EXCHANGE/DEFECTIVE form MUST be completely filled out and returned with the garments. If your customer does not have her copy of her order with the EXCHANGE/DEFECTIVE form you must provide her with the original order number and form in order for her exchange/return to be processed.

## **PLATINUM RETURNS/EXCHANGES**

Matilda Jane Clothing is an unpredictable clothing company, and we trust you understand that slight irregularities are not considered a reason for return. All of the Platinum items are made with love in the United States, and variations may occur. Such variations are not considered a defect. We are certain you & your customers will be delighted with your Matilda Jane purchase. But if you are unsatisfied, please let us know and we will happily address your concern.

## **PLATINUM RETURN POLICY**

All non-defective Platinum returns must be received within 14 days of your delivery date and must be in unworn/unwashed condition. Platinum items can only be exchanged for the exact same item in a different size. They cannot be exchanged for different Platinum items or Trunk Show items. If you wish to exchange one item for another, simply return the item you no longer want (subject to the 14 day policy above), and go online to purchase your desired item. Items received by Matilda Jane Clothing outside of the 14-day returns/exchanges window will be returned to sender. Refunds can only go to the original purchaser.

## **CAFETERIA PLAN**

All discounted Platinum sales are final, no returns and no exchanges.

## **SPECIAL EVENTS**

Platinum items are occasionally sold at events or we hold special events on our website. In cases like this, all items are final sale with the exception of size exchange upon availability. If you wish to exchange for a different size give us a call to check availability. All size exchanges are first come first serve and if the size is not available when we receive your exchange the original item will be returned to you.

## **DEFECTIVE ITEMS**

Defective Platinum items must be returned within 60 days of the delivery date. We will reimburse up to \$5.95 in shipping for the return of the defective item. You must provide a shipping receipt in order to receive reimbursement. Shipping is not refunded if shipped with non-defective merchandise. Please mark defective area with clear tape. If a replacement is not available for the defective item, it can be returned for a refund.

For all returns, please be sure that your package is insured and prepaid. We cannot accept COD returns.

## **Our return address is:**

Matilda Jane Platinum  
ATTN: Returns Department  
3619 Centennial Drive  
Fort Wayne, IN 46808

## **IMPORTANT INFORMATION TO REMEMBER FROM THE RETURN/ EXCHANGE DEPARTMENT**

- Please fill out ALL fields for your customer when placing her order—this includes shipping/billing addresses, email and phone number. This information is VERY important to ensure all returns/exchanges are processed in a timely manner. DO NOT enter your personal information in those fields and do not submit an order with an address of “I don’t know” or “123 Any St.”. Do not enter a phone number of “111-111-1111” or an email address of “notsure@yahoo.com.” Make sure you have all information to complete these fields before submitting an order.
- All returns and exchanges are processed in the order received (by date). Typically, it takes 7 to 10 days for returns to be processed.
- Returns and Exchanges must be submitted to MJC on an official Matilda Jane Return/Exchange form. We cannot accept returns/exchanges that are written on envelopes, sticky notes, etc.
- Exchange items are available on a first come-first serve basis. We do NOT hold items. All available merchandise will appear on our website. Matilda Jane does not hold backstock.

### **MATILDA JANE GIFT CARDS:**

Matilda Jane gift cards – Available to US Customers only.

#### **Purchasing gift cards**

- MJC gift cards are available through the Trunk Panel.
- They can be purchased through Trunk Keepers only.
- If a customer wants to buy a gift card, it can be added to their cart on the same screen that a Trunk Keeper adds regular clothing items.
- Purchasing a gift card does not affect the shipping cost of an order or the sales tax on an order.
- When a gift card is purchased, the Trunk Keeper does not earn commission.

#### **Redeeming Gift cards**

- Customers can redeem gift cards through their Trunk Keeper and through the public site.
- On the checkout screen of the ordering system, Trunk Keepers have the option to apply up to three individual gift cards as well as credit card and cash/check toward the payment of an order.
- Commission is earned when a gift card is redeemed on full price merchandise.

#### **Miscellaneous Information on gift cards**

- Gift cards have no expiration date.
- Lost/Stolen gift cards – Unless required by local law, lost or stolen gift cards cannot be replaced.
- Gift cards can never be redeemed for cash and cannot be used to purchase additional gift cards.
- Trunk Keepers may purchase and redeem MJC gift cards. **NOTE:** A gift card purchased by a TK and used towards a customer’s order in exchange for cash/check is strictly prohibited.
- Refunds on items purchased with a gift card are issued back to an electronic gift card.

- No cash refunds for items purchased with a gift card.
- MJC home office will NOT provide gift card numbers to a customer over the phone before she receives the card in the mail or email.

## MARKETING YOUR BUSINESS

We are excited to support you in marketing your business. We invest in overall MJC branding and advertising, and have also developed a set of guidelines to help you grow your business. The most important thing to remember is that you must not misrepresent yourself in a way that creates confusion that you represent Home Office. You must identify yourself as an Independent Trunk Keeper in all marketing.

### ADVERTISING:

Through many years Matilda Jane Clothing has carefully chosen the ways and means of marketing through promotional materials as well as web based strategies. MJC has invested money and resources to create a solid brand and image. Consistency among all pieces that circulate with the MJC name is of utmost importance. Respectfully consider all Matilda Jane images and marketing materials as they are copyrighted and may not be reproduced or altered in any way.

- Only ads provided by Matilda Jane Clothing are permitted to run in local publications.
- Do not use the corporate Matilda Jane Clothing logo, seasonal logo, or any of the company pictures for your personal marketing. This is strictly prohibited.
- Personal websites are permitted to apply an MJC approved link only.
- Trunk Keepers must disclose their independent representation relationship to Matilda Jane Clothing when creating materials or placing advertisements; i.e. Susie Smith, Independent Matilda Jane Clothing Trunk Keeper.
- Any permanent online listing through any organization is strictly prohibited.
- Trunk Keepers may use their full address to indicate their location. However, MJC Trunk Keepers have no territorial boundaries. Therefore, as an example, you may not refer to yourself as “The Official Albuquerque Area Representative.”
- Any Trunk Keeper may list themselves in their local Chamber of Commerce in the following manner: Susie Smith, Independent Matilda Jane Clothing Trunk Keeper.

### PUBLIC MEDIA:

We trust everyone will play nice. To keep the playing field level as we grow, we have established a few policies. Plus, Matilda Jane Clothing must maintain control of any mass distribution through public media.

- Television, cable TV, radio, internet, newspaper, newsletter and magazine interviews, features and paid advertisements are initiated by Matilda Jane Clothing only. Trunk Keepers may not initiate, authorize, or implement local, regional or national media sources.
- Matilda Jane Clothing prohibits international or national advertising by anyone in our organization. The reason for this is that such advertising would undermine, and eventually destroy, the direct selling business plan that our Company and the livelihoods our Trunk Keepers depend upon.
- If you have a local advertising opportunity, please send it to [marketing@matildajaneclimbing.com](mailto:marketing@matildajaneclimbing.com) for evaluation.

### **INTERNET ADVERTISING:**

Matilda Jane Clothing prohibits you from using the internet, or any online service providers to reach a national or international audience for the sale of our products or for recruiting purposes. When joining an organization that lists you and your business in their roster, you and your business will likely appear through search engines. This is strictly prohibited. MJC recommends you to not spend the money joining these organizations for this purpose as Matilda Jane Clothing will require you to remove your name. You may not use any of Matilda Jane's trademarked names or logos on any website. This includes personal websites or sites sponsored by other organizations. Sending e-mail to strangers to promote product sales or sponsoring is considered spamming, and this is prohibited by Matilda Jane Clothing.

### **PHONE LISTINGS:**

Only directories of small organizations of which the Trunk Keeper has a personal involvement are allowed. These include neighborhood, school, and church directories. The listing must have this format:

Independent Matilda Jane Clothing Trunk Keeper, Susie Smith (phone number only)

Listing in the white or yellow page sections of any phonebook is not permitted.

### **MAIL:**

Trunk Keepers may not advertise, promote, sell or recruit through mail order houses, distribution centers, catalogs, magazines, or newspapers. Any MJC promotional materials, including invitations, may only be sent to personal contacts or those of a Jane. Any mailings outside of personal contacts are considered mass mailings and are not permitted.

### **EMAIL:**

Matilda Jane will give you an official Matilda Jane email account. Please use your MJC email when corresponding via email. When setting up your email identity, please make your name:

Susie Smith - Independent Matilda Jane Clothing Trunk Keeper

### **E-BAY, ETSY, FACEBOOK and OTHER ON-LINE MARKETPLACES:**

In order to maintain the integrity of the Matilda Jane brand, the company has a strict "No Ebay/No Etsy" policy for Trunk Keepers. During the term of your contract, you are not allowed to sell any Matilda Jane items on eBay or Etsy or Facebook. This includes, but is not limited to, current trunk show season pieces, past trunk show season pieces, Platinum pieces, art fair pieces, catalogs, handbooks, display racks, and mannequins.

During the term of your contract, you are allowed to maintain your profile on eBay, Etsy, and other online marketplaces, but must refrain completely from selling or offering to sell Matilda Jane pieces including, but not limited to, current trunk show season pieces, past trunk show season pieces, Platinum pieces, art fair pieces, catalogs, handbooks, display racks, and mannequins. The same "no sell" policy applies to personal blogs, twitter accounts, and Facebook.

Matilda Jane's focus is in-home sales. Getting to work face-to-face with the customer is what we strive for as a company and for you as Trunk Keepers. It is for these reasons and more that the above "eBay" policies are in place as we work to protect the image and integrity of the Matilda Jane name.

## BEST PRACTICES: SOCIAL NETWORKING SITES

You may use social media to market your business. Please be mindful of social networking activities and how they impact the brand and other Trunk Keepers' businesses. Please make sure to follow these Dos and Don'ts as you engage in these activities.

Create a page that includes the term "Independent Trunk Keeper for MJC."	DO	
Create a Facebook Group Page	DO	
Use profile pictures of yourself or approved images.	DO	
Use the MJC corporate Facebook Fan Page, Twitter account, Instagram account or Pinterest account to solicit business or drive people to your page.		DON'T
Create a Fan page on Facebook, Twitter, Polyvore, Pinterest or any other social networking site that appears to be that of the Home Office or on behalf of the Home Office or claims a territory (i.e. Matilda Jane Albuquerque)		DON'T
Use the MJC logo, the Home Office's profile picture or any other branded image that is not approved by the Home Office.		DON'T
Comment on the Home Office social media pages, sponsored promotions or giveaways with your page's link.		DON'T
Buy, Sell, Trade		DON'T

## TRADEMARK USAGE:

Matilda Jane Clothing name, trademarks, and images are the exclusive property of MJC and must be protected. Any advertisement in which the MJC trademark is used must be approved by Home Office.

## TRUNK KEEPER PARTNERSHIPS:

Matilda Jane recognizes only one name per Trunk Keeper Agreement. Partnerships ARE NOT permitted. The individual who holds Trunk Shows and has regular contact with the customer must be the person whose name is on the Trunk Keeper's Agreement.

If a Trunk Keeper suffers a temporary physical hindrance (such as a difficult pregnancy, serious injury or illness), that requires the consistent assistance from a non-contracted individual, the Trunk Keeper must contact their Team Leader immediately upon suffering such condition and prior to the assistant performing any TK duties. Only after receiving written permission from Matilda Jane's home office may the Trunk Keeper make use of the assistance of a non-contracted individual. In such a case, the Trunk Keeper will be provided with detailed guidelines regarding the limitations of the assistant.

In the event that the Trunk Keeper uses a support person to assist with Trunk Shows she must assume complete responsibility for that person in relation to all Matilda Jane business. The Trunk Keeper is responsible for any compensation the assistant may earn. MJC will not recognize the assistant as a Trunk Keeper.

## SECOND BUSINESSES:

Trunk Keepers may own or operate a second business as long as that business is not direct selling related to clothing. If a Trunk Keeper owns a second business that is direct selling of ANY kind, she cannot solicit, or enroll any sister Trunk Keepers or any contacts made through Matilda Jane for her second business. As a Team Leader at Matilda Jane, you will be privy to sensitive information about the company. Therefore, once you have reached Team Leader status at Matilda Jane, while you can own a second direct selling business, you cannot hold a leadership title for another direct selling company.



### **RETAIL ESTABLISHMENT:**

A Trunk Show can be held in-home, in a retail establishment, or in a commercial property for a limited amount of time for a Trunk Show event. The Trunk Keeper is required to be present with her trunk during the entire event. This has been opened as an avenue for you to market your business and gain new customers. This should not replace or overshadow your in-home shows. Therefore, you are not permitted to have standing or reoccurring business hours within a retail establishment or commercial property.

### **APPLICATION AND REFERRING/ENROLLING TRUNK KEEPER:**

Once a potential Trunk keeper has submitted a New Trunk Keeper Application to Home Office for review, they have officially applied under whomever they noted as the "Referring Trunk Keeper" on the application. If the application is accepted, they will automatically be placed on that Trunk Keeper's downline. If for any reason, the application is rejected or pulled by the applicant, she can apply under the same or a different Trunk Keeper after 2 months time.

### **RE-ENTERING YOUR BUSINESS**

Many of our former Trunk Keepers find themselves missing life with Matilda Jane and want to come back after they have taken some time away! If you return to your Matilda Jane business within a years time, you can re-enter with the same email, season tenure, TK ID, personal website & enrolling Trunk Keeper. If your Enrolling Trunk Keeper has left the business, you will roll-up to the next upline in the lineage. If you choose re-start your business after a year has passed, your will re-enter as a brand new TK.

### **BREACH OF POLICIES & CONFIDENTIALITY:**

Matilda Jane Clothing will not pay commissions on an event or transaction that is not in compliance with these policies. As stated in your Trunk Keeper Contract, "...breach of any provision of this Agreement or the marketing program, Business Development Plan, TK Policies and Procedures, catalogs or promotional and sales materials by the other party..." is grounds for termination of contract. With respect to confidentiality, as stated in the Trunk Keeper Agreement, any details, photos, disclosure of any numbers or descriptions of Matilda Jane products prior to the date designated by the company will result in a breach of confidentiality and will result in termination of contract.

### **MARKETING YOUR PERSONAL WEBSITE:**

We encourage you to spread the word about your new personal TK website! Sharing your site to your current customers and on your social media pages is allowed and encouraged. However, the following actions are not permitted:

1. You may not create any additional sites to promote your business. This includes purchasing a domain (web site address) and directing it to your personal Matilda Jane Clothing website.
2. You may not use paid search or any third party to help market your site.

## BUSINESS CARDS AND BUSINESS SUPPLIES

Business supplies are an important part of keeping your business running. Matilda Jane offers many MJC branded supplies so that you can run your business in a brand-right way.

When you need to order supplies, just follow the steps to place your supply order in the Trunk Panel. Be sure to select desired supply shipping method.

All supply orders are processed in a separate facility from clothing orders. For this reason, you may never apply clothing to supply orders and vice versa.

Your supply order will be fulfilled within 4 business days of it being placed.

Shipping Rates			
	Economy (5-10 days)	Ground (3-5 days)	Express (2-3 days)
Continental USA	\$5.95	\$9.95	\$21.95
Hawaii/Alaska		\$9.95	\$29.95

For your convenience, we have provided a Supply Visual Line List on the Trunk Keeper Blog. This list shows all the TK supplies that MJC offers—including item numbers, descriptions, photos, and pricing.

**REMEMBER:** At the beginning of each season, you will receive a Literature Kit (you purchase this on your trunk order form). Your Literature Kit includes:

- 6 sets of invitations
- 2 sets of order forms
- 1 set of Jane Brochures
- 1 new season 8x10 photo

**PLEASE NOTE: TK SUPPLIES MAY NOT BE RESOLD. SUPPLY ORDERS DO NOT QUALIFY FOR FREE GIFTS, SALE PRICING, PROMOTIONS OR COMMISSION.**

Matilda Jane Clothing encourages all Trunk Keepers to order business cards and supplies directly from MJC or our authorized suppliers. Only MJC has the authorized artwork to consistently reproduce our trademark on business cards and letterhead for Trunk Keepers. Only Managed Prints is authorized to produce MJC business cards. Requests for alterations to the standard artwork will not be granted.

To set up your business card account, go to:

<http://www.managedprint.net/>

Username: Matilda

Password: Jane

This will take you to the registration screen to set up your personal account or to log into your existing account to reorder.

# IT'S SHOWTIME

## OUR WAY

Matilda Jane Clothing is only shown and sold through the Trunk Show experience. A Trunk Show includes a display and presentation of the MJC Collections in a private environment, normally a home, for a group of at least three guests and one Jane (Hostess).

For a Jane to qualify for trunk show perks, the show must have a minimum of 3 guest orders totaling at least \$300 in addition to the Jane order.

**As a Trunk Keeper, you can also act as a Jane for your own show and cash in on the Jane Perks your show earns. When you are a Jane, your Trunk Show must have a minimum of 4 guest orders totaling at least \$300. Your show will then qualify for Jane Perks.**

**If you are cashing in the Jane Perks please use these discounted items to dress yourself, your daughter or to add to the items you take to your shows.**

## YOUR TRUNK SAMPLES

The design team creates multiple Collections each year. These collections are a mix of:

Infants' sizes: 3 months - 24 months

Girls' sizes: 2 year - 14 year

Tweens' sizes: 8 year - 16 year

Women's sizes: XS - XL

Trunk Keepers purchase a Sample Line each season. These are used for display and try-ons during your in-home trunk shows. These Sample Lines have a retail value ranging from \$8000 - \$10,000, but are offered to our Trunk Keepers at cost.

Matilda Jane Sample Line configuration is based on previous seasonal data. Your Trunk Sample sizes have been strategically predetermined and based on availability and are not available for size exchange. Your samples are in a variety of sizes.

One of the joys of becoming a MJC Trunk Keeper is to have access for yourself and your special little girls to the Matilda Jane designs. This is why we offer your Trunk Samples in a variety of sizes and give you the option of adding supplemental sizes for you and your child. **The opportunity to purchase your additional supplemental sizes can be ordered anytime within the current season by submitting a Customer Order Form clearly marked 'Personal Order'. Unused items cannot be carried into the following season, so be sure to use up your entire MJC Trunk Keeper personal benefits before the end of the season.**

The excitement begins when your Trunk arrives on your door step. The lookbook provides a quick reference of each item you received. This will be included in your samples. You need to make sure you have a complete line and there are no damaged items. Policy: Unless otherwise notified by the Matilda Jane Home Office, you must notify MJC within 15 Days of receipt if there are any issues with your Trunk.

- **Organize Your Trunk.** Hang your Sample Line on the official MJC hangers as soon as possible to minimize wrinkling. It is also recommended to affix a mailing label or order an official Matilda Jane Ink Stamp with your contact information on all brochures and Order Forms. Don't hurt your opportunity to add new business.
- **Make a Great First Impression.** Your Trunk Samples are your biggest investment in your business. Make sure that each individual item looks its best. This means that you may need to press, steam, trim a thread here or there, and hang each item with care. Always take pride in the way your Trunk is merchandised, after all the design team created each piece with special attention and they deserve your best effort.
- **Hit The Road, Jack.** When you are preparing to set off for your very first show allow a little extra time to pack your car. This quickly will become routine, but rookies and seasoned Trunk Keepers alike will find preparation saves forgetting anything. When packing your car, it is helpful to use a garment rod across the back seat of your car, or lay the clothes flat inside garment bags across the back seat. Load your Wooden Display first and then the garment bags hung or laid flat.
- **Home Sweet Home.** You did it, your first show is under your belt, but your Trunk still needs a little TLC. Do not leave your Trunk in your car, the heat will set in every wrinkle and anything could happen. Once you're home, immediately hang your garment bags in a closet or on a garment rack to prevent wrinkles. The Wooden Display usually will fit into a closet or under a bed, but keep it in a place where it is protected from damage and dirt.
- **Protect your investment to see a return.** Every season you will purchase a Sample Line from Matilda Jane Clothing. MJC offers exceptional savings on this investment but it still is significant. With proper treatment of your Trunk Samples you have a great opportunity for a sizable return on your investment. You may sell your samples at the end of the season or as directed by MJC to your customers and "Janes". The sale price of these items is not to exceed published retail prices, but may be sold for a discount of your choosing. Trunk Sample sales often times exceed the purchase cost of your Trunk. **Policy: Trunk Samples sold to customers are not returnable to Matilda Jane for exchange or refund. Please inform customers of this policy during sample sales.**
- Use the lookbook included in your original Trunk Sample package to pre-sell samples through your season. Although the financial settlement is strictly between you and your customer, we suggest you collect a 50% deposit on all pre-sold samples. It is recommended that revenues received through the sale of your Trunk Samples be saved in your MJC checking account. This will pay for the next season's samples and you will feel very satisfied throughout the season to see your income from sales as straight profit.
- As you sell your Trunk Samples keep in mind to inform your customer these are cash or check purchases only, as you will not be submitting these sales through the ordering system. In other words do not accept credit cards unless you are personally set up to accept them.
- **Matilda Jane Clothing cannot provide refunds/exchanges for any sample sold to a customer, please make sure your customer understands this policy.**
- **Trunk Keepers may never sell a sample prior to the end of the season, or before all sizes in that item are "Sold Out". Selling samples for more than the retail value is prohibited and E-bay auctions of any MJC items, including samples, are unacceptable and grounds for termination.**

## JANE BENEFITS

### Jane Half-Price Perks

Guest Purchases	Perks Earned
\$300	1 item at 50% off
\$500	2 items at 50% off
\$800	3 items at 50% off
\$1000	5 items at 50% off

for every \$250 in guest sales over \$1000  
earn 1 additional item at 50% off

### Jane Free Product

Guest Purchases	Free Product
\$500	\$25
\$1000	\$75
\$1500	\$100
\$2000	\$150
\$2500	\$175
\$3000	\$225

for every \$500 in guest sales over \$3000  
earn an additional \$25 in free product

**Referring Janes will receive 1 half price item for all new Trunk Shows booked at her Trunk Show. Items will be ordered at the new Jane's show. Shows must occur in the same season to qualify.**

Please Note: Trunk Keepers cannot use Referring Jane discounted items.

**Policy: A Jane can only refer any particular Jane one time. The referred Jane must be a NEW Jane (not hosted a trunk show before)**

Ex. Susie referred Annie. Annie cannot refer Susie and Annie cannot be referred again as she is no longer a new Jane.

## **SPREAD THE LOVE**

### **Taking Time to Show We Care**

There is nothing like the element of surprise! Matilda Jane LOVES to give to others! This is a passion we believe in, so we provide the Spread the Love program to partner with our Trunk Keepers in continuing this long held tradition of generosity.

### **Your Part**

Listen carefully, take mental notes, or jot a note on her Customer Order Form. Did she buy everything but left out one piece that would make her wardrobe complete? Or did Mom buy so much for her daughter she said no to herself? You be the judge.

- Each Trunk Keeper receives a total of \$70 per season to use toward Spread the Love. Direct Shipping charges apply and must be paid when order is placed. Use it wisely and NOT ON YOURSELF!

Remember, the best gift is one you give to someone else unexpectedly.

- \$70 per season is allotted in regular MJC merchandise to use towards your Spread the Love orders.
- As a Trunk Keeper you will be responsible for any charges exceeding the Spread the Love allowance.
- Platinum items and MJC gift cards cannot be purchased with your Spread the Love allowance.
- All Spread the Love orders require Direct Shipping and you are obligated to provide payment for these shipping charges.
- The \$70 allowance cannot be used on shipping charges or tax.

## **ORDER FORM HANDLING**

Because you will be dealing with sensitive customer credit card information, it is important to understand proper procedures for handling such information.

1. All order forms that contain a credit card number must be kept under lock and key. Do not leave order forms lying on your desk, in your bag, on a table, or anywhere else that would pose a risk. All order forms must be kept in a locked drawer of your desk, a locked filing/storage cabinet, a locked safe box or another comparable type of secure storage.
2. All order forms (whether they contain a credit card number or not) must be retained by you for at least 2 months after your customer receives her order. There are two reasons for this:
  - If there is a discrepancy between what the customer was shipped and what she claims she ordered, Matilda Jane may ask you for a copy of the original order form.
  - If the customer should ever dispute a Matilda Jane charge on her credit card, we will be required to provide a copy of the signed order form to our bank; in which case you will need to provide Matilda Jane with a copy of that order form.
3. After this two month period, you may dispose of your customer order forms. Order forms, however, are not to be simply thrown out. Instead, they must be carefully shredded to maintain the privacy of the customer's information.

**NEVER ASK A CUSTOMER TO EMAIL THEIR CREDIT CARD NUMBER TO YOU.  
EMAILS ARE UN-ENCRYPTED AND CAN EASILY BE VIEWED BY A THIRD PARTY.**

## **SALES TAX**

- For current sales tax information, please reference the current seasonal guide.

SHIPPING RATES

Shipping Rates			
	Economy (5-10 days)	Ground (3-5 days)	Express (2-3 days)
Continental USA	\$5.95	\$9.95	\$21.95
Hawaii/Alaska		\$9.95	\$29.95





# GROWING A CAREER

## **WHY MATILDA JANE CLOTHING IS A PLACE TO GROW A CAREER**

Matilda Jane is so much more than Trunk Shows, taking orders, and servicing your customers. We are about learning, growing and sharing an extraordinary experience together. This is the foundation of your relationship. Part of sharing yourself is being prepared to share your story. For many, being a MJC Trunk Keeper has been an incredibly meaningful experience which has had a lasting impact, and may just have the same impact on someone else. We have heard incredible stories about how an MJC Trunk Keeper has changed a life by providing a solution for a need, an income that allows independence, a boost of confidence, a way to make friends, an opportunity for achievement, and countless other ways. This is the heart of growing a career with Matilda Jane – the lives that are touched and the relationships that are enhanced.

We find that when our Trunk Keepers share these stories and their enthusiasm about Matilda Jane Clothing with others, it's natural for these excited customers to want to become a part of this wonderful experience too.

## **SHARING THE TRUNK KEEPER OPPORTUNITY**

We have all been taught that it is nice to share. From the days on the school playground to your MJC business this is a truth to live by. Trunk Keepers are transforming their lives and the lives of those around them by building individual home-based businesses with lucrative career benefits. After conducting your first few Trunk Shows you may not have otherwise known that when someone asks you a question about your business she is really curious to know if she could do something like this too. So don't hesitate to share your business and your story, you have a means to enrich the lives of other women.

When you invite someone to apply, share with them the enrolling process MJC has in place. When an applicant has successfully gone through the MJC enrollment process, you will assume the role of her advisor or Enrolling Trunk Keeper, earning commissions on her sales while supporting her and the growth of her business. Matilda Jane has a generous business plan with substantial compensation and is definitely a company where you can achieve many of your personal and financial goals.

Once you have identified someone as a match for the MJC Way and she is interested in investing in her own Matilda Jane Business, complete the recruiting conversation with her and have her fill out the application to begin approval process.

[matildajaneclimbing.formstack.com/forms/trunkkeeperapplication](http://matildajaneclimbing.formstack.com/forms/trunkkeeperapplication)

## **RECOMMENDING A POTENTIAL NEW TRUNK KEEPER**

Matilda Jane Clothing is not only about sharing an amazing product, it's about sharing yourself and sharing our incredible opportunity. Any Trunk Keeper in good standing with the company can recommend a new Trunk Keeper. Finding a home-based business that you are excited about is something to give to someone who shows similar qualities you see in yourself. Matilda Jane Trunk Keepers have an incredible opportunity to add substantial income into their lives through several different income streams. Adding a team member is one of the best ways!

## **PROMOTIONS**

Promotions within the levels of Trunk Keepers happen through commitment, performance, attitude, and patience. Each level has specific requirements that are detailed below. Your Enrolling Trunk Keeper can also explain the process of advancement within Matilda Jane.

# COMPENSATION PLAN

## RANK QUALIFICATIONS:

MONTHLY RANK QUALIFICATIONS AND DOWNLINE PAYOUT IS DETERMINED BY EACH SPECIFIC MONTH'S PERFORMANCE. TRUNK KEEPERS ARE PAID AT THE TITLE THEY ACHIEVE IN EACH MONTH.

## TRUNK KEEPER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVEL 1 A TRUNK KEEPER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

- PERSONAL SALES \$1,500 CSV
- LEVEL 1 BONUS 4%

## EARLY LEADERSHIP

## SENIOR TRUNK KEEPER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVELS 1 AND 2 A SENIOR TRUNK KEEPER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

- PERSONAL SALES \$2,500 CSV
- PRA TRUNK KEEPERS - 1ST LINE 2 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
- TEAM CSV \$5,500
  - LEVEL 1 BONUS 5%
  - LEVEL 2 BONUS 1%

## MID-LEVEL LEADERSHIP

## TEAM BUILDER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVEL 1 AND 2 A TEAM BUILDER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

- PERSONAL SALES \$3,000 CSV
- PRA TRUNK KEEPERS - 1ST LINE 4 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
- PRA LEADERSHIP - 1ST LINE 1 QUALIFIED SENIOR TRUNK KEEPER
- TEAM CSV \$15,000
  - LEVEL 1 BONUS 6%
  - LEVEL 2 BONUS 1%

## TEAM LEADER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVEL 1 AND 2 A TEAM LEADER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

• PERSONAL SALES	\$4,000 CSV
• PRA TRUNK KEEPERS - 1ST LINE	7 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
• PRA LEADERSHIP - 1ST LINE	2 QUALIFIED SENIOR TRUNK KEEPERS
• TEAM CSV	\$25,000
LEVEL 1 BONUS	7%
LEVEL 2 BONUS	2%

## SENIOR LEVEL LEADERSHIP

## SENIOR TEAM LEADER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVEL 1-3 A SENIOR TEAM LEADER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

• PERSONAL SALES	\$4,000 CSV
• ACTIVE TRUNK KEEPERS - 1ST LINE	10 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
• PRA LEADERSHIP - 1ST LINE	4 QUALIFIED SENIOR TRUNK KEEPERS
• PRA LEADERSHIP - 3 LEVELS	2 QUALIFIED TEAM LEADERS
• TEAM CSV	\$75,000
LEVEL 1 BONUS	8%
LEVEL 2 BONUS	2%
LEVEL 3 BONUS	1%

## EXECUTIVE TEAM LEADER

### QUALIFICATIONS:

TO EARN COMMISSION ON LEVEL 1-3 AN EXECUTIVE TEAM LEADER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:

• PERSONAL SALES	\$4,000 CSV
• PRA TRUNK KEEPERS - 1ST LINE	12 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
• PRA LEADERSHIP - 1ST LINE	5 QUALIFIED SENIOR TRUNK KEEPERS
• ACTIVE LEADERSHIP - 3 LEVELS	3 QUALIFIED TEAM LEADERS
• TEAM CSV	\$200,000
LEVEL 1 BONUS	8%
LEVEL 2 BONUS	3%
LEVEL 3 BONUS	1.5%

## **NATIONAL TEAM LEADER**

### **QUALIFICATIONS:**

**TO EARN COMMISSION ON LEVEL 1-3 A NATIONAL TEAM LEADER MUST MEET THE FOLLOWING QUALIFICATIONS IN A GIVEN MONTH:**

• PERSONAL SALES	\$4,000 CSV
• PRA TRUNK KEEPERS - 1ST LINE	15 ACTIVE TRUNK KEEPERS (\$1,500 OR MORE CSV)
• PRA LEADERSHIP - 1ST LINE	7 QUALIFIED SENIOR TRUNK KEEPERS
• ACTIVE LEADERSHIP - 3 LEVELS	5 QUALIFIED TEAM LEADERS
• TEAM CSV	\$500,000
LEVEL 1 BONUS	9%
LEVEL 2 BONUS	3%
LEVEL 3 BONUS	2%

### **DEFINITION OF TERMS:**

#### **COMMISSIONABLE SALES**

**MATILDA JANE'S TRUNK KEEPER ("TK") COMPENSATION PLAN IS BASED ENTIRELY ON COMMISSIONABLE SALES VOLUME (CSV). COMMISSIONABLE SALES VOLUME IS DEFINED AS THE TOTAL DOLLAR VALUE OF ALL MERCHANDISE SOLD BY A SPECIFIC TK LESS ALL CUSTOMER REFUNDS AND SOLD OUTS. CSV DOES NOT INCLUDE DISCOUNTED JANE ITEMS, PLATINUM ITEMS, OR ANY OTHER TYPES OF SALES INCLUDING, BUT NOT LIMITED TO: TRUNKS, SUPPLIES AND PERSONAL ORDERS.**

#### **RETAIL COMMISSION**

**THE BASE COMMISSION ON PERSONAL SALES VOLUME IS 20% OF PERSONAL COMMISSIONABLE SALES.**

- YOU WILL RECEIVE 5% COMMISSION ON THE SALE OF ALL GOOD LUCK TRUNK MERCHANDISE, PROVIDED YOUR TK ID WAS REFERENCED AT THE TIME THE ON-LINE ORDER WAS PLACED AND YOUR PERSONAL MONTHLY CV IS A MINIMUM OF \$1,500.
- YOU WILL RECEIVE 5% COMMISSION ON THE SALE OF ALL PLATINUM MERCHANDISE, PROVIDED YOUR TK ID WAS REFERENCE AT THE TIME THE ON-LINE ORDER WAS PLACED.

#### **ACTIVE TRUNK KEEPER**

**TO BE CONSIDERED ACTIVE IN THE MATILDA JANE COMPENSATION PLAN A TRUNK KEEPER NEEDS \$1,500 IN COMMISSIONABLE SALES VOLUME (CSV) IN A SPECIFIC MONTH. TO RETAIN AN ACTIVE STATUS, CONTINUE TO RECEIVE TRUNKS AND HAVE ACCESS TO TRUNK PANEL, A TRUNK KEEPER MUST SELL A MINIMUM OF \$7,500 IN CSV IN A ROLLING 6TH MONTH PERIOD.**

#### **PERSONALLY RECRUITED ACTIVE**

**A TRUNK KEEPER RECRUITED AND ENROLLED DIRECTLY ON THEIR ENROLLING TRUNK KEEPER'S 1ST LINE. IF A LEVEL 2 TRUNK KEEPER ROLLS-UP TO THE 1ST LINE (ATTRITION), THE NEW UPLINE IS PAID ON LEVEL 1 BONUS, BUT DOES NOT COUNT TOWARDS THE PERSONAL RECRUITED ACTIVE (PRA) OR PERSONALLY RECRUITED STK REQUIREMENT.**

**PERSONALLY RECRUITED ACTIVE LEADERSHIP**

COMBINES WITH ACTIVE TRUNK KEEPER REQUIREMENT TO ALLOW FLEXIBILITY IN MEETING THE REQUIREMENT.

THE SAME TRUNK KEEPER CAN BE COUNTED FOR BOTH THE ACTIVE TRUNK KEEPER REQUIREMENT AND THE 1ST LINE SENIOR TRUNK KEEPER REQUIREMENT.

EXAMPLE:

- TEAM LEADER NEEDS 7 PRA TRUNK KEEPERS AND 2 PRA SENIOR TRUNK KEEPERS ON 1ST LINE
- 5 1ST LINE TRUNK KEEPERS ARE AT \$1,500 IN A MONTH
- 1 1ST LINE TRUNK KEEPER IS PAID AS SENIOR TRUNK KEEPER
- 1 1ST LINE TRUNK KEEPERS IS PAID AT TEAM LEADER
- ALL PRA 1ST LINE REQUIREMENTS HAVE BEEN MET.

**ACTIVE LEADERSHIP – 3 LEVELS**

THE NUMBER OF TRUNK KEEPERS PAID AT TEAM LEADER OR HIGHER WITHIN THE TRUNK KEEPERS 1ST 3 LEVELS.

**PERSONAL VOLUME BONUS**

A 5% PERSONAL VOLUME BONUS IS PAID ON ALL COMMISSIONABLE PERSONAL SALES IF CV IS ABOVE \$5,000 IN PV FOR THAT MONTH. THIS BONUS IS AVAILABLE FOR ALL MONTHS AND FOR ALL TRUNK KEEPERS.

**PAID RANK**

MONTHLY RANK QUALIFICATIONS AND DOWNLINE PAYOUT IS DETERMINED BY THAT SPECIFIC MONTH'S PERFORMANCE. TRUNK KEEPERS ARE PAID AT THE TITLE THEY ACHIEVE IN EACH SPECIFIC MONTH. THIS IS CALLED THEIR "PAID AS" TITLE FOR THAT MONTH. TO BE PAID AT A SPECIFIC RANK, A TRUNK KEEPER NEEDS TO MEET ALL THE REQUIREMENTS FOR THAT RANK IN A MONTH

FOR EXAMPLE:

A SENIOR TRUNK KEEPER NEEDS \$2,500 IN PERSONAL CV, 2 PRA TRUNK KEEPERS ON LEVEL 1 WHO HAVE SOLD AT LEAST \$1,500 IN PERSONAL CV, AND A TEAM TOTAL OF \$5,500 IN ORDER TO BE "PAID AS" A SENIOR TRUNK KEEPER IN THAT MONTH.

**HIGHEST ACHIEVED RANK**

THE HIGHEST ACHIEVED TITLE FOR A TRUNK KEEPER IS NOT EFFECTED BY A SPECIFIC MONTH'S PERFORMANCE. TRUNK KEEPERS KEEP THEIR HIGHEST ACHIEVED TITLE INDEFINITELY.

**LEVEL BONUSES**

LEVEL BONUSES ARE PAID EACH MONTH BASED ON QUALIFIED RANK. LEVEL BONUSES ARE PAID ON COMMISSIONABLE SALES VOLUME OF DOWN-LINE TEAM MEMBERS BASED ON THEIR GENEALOGY LEVEL TO THE UP-LINE TRUNK KEEPER.

**TEAM CV**

TEAM CV IS THE SUM OF ALL DOWN LINE TRUNK KEEPERS PERSONAL CV FOR THE MONTH WITHIN THE FIRST 3 LEVELS.

**COMMISSION GARNISHMENT ON TRUNK PAYMENTS:**

A TK MUST ENSURE YOU HAVE AN ACTIVE CREDIT CARD ON FILE WITH MJC, OR FUNDS IN YOUR ACCOUNT IF YOU ARE USING A DEBIT CARD, TO COVER TRUNK PAYMENTS. IF A TK DOES NOT MAKE IMMEDIATE ARRANGEMENTS TO PAY AMOUNTS OWED TO MJC, THE TK'S AGREEMENT MAY BE TERMINATED. ANY BALANCE OWED TO MJC MAY CAUSE COMMISSIONS TO BE GARNISHED.

**JANUARY & JULY:**

DURING THE MONTHS OF JANUARY AND JULY YOU WILL BE PAID AT YOUR HIGHEST ACHIEVED TITLE REGARDLESS OF YOUR PAID AS RANK FOR THE MONTH.

<i>Matilda Jane Compensation</i>								
	<b>Career Path Level</b>	<b>Trunk Keeper</b>	<b>Senior Trunk Keeper</b>	<b>Team Builder</b>	<b>Team Leader</b>	<b>Senior Team Leader</b>	<b>Executive Team Leader</b>	<b>National Team Leader</b>
PERSONAL VOLUME	Commissionable Sales Volume-CSV (Monthly active status)	\$1,500	\$2,500	\$3,000	\$4,000	\$4,000	\$4,000	\$4,000
	Retail Commission	20%	20%	20%	20%	20%	20%	20%
	Retail Bonus Qualifications 5%	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
PRA STRUCTURE	Personally Recruited Active Trunk Keepers- PRA		2	4	7	10	12	15
	Personally Recruited Active Leadership			1 Senior Trunk Keeper	2 Senior Trunk Keepers	4 Senior Trunk Keepers	5 Senior Trunk Keepers	7 Senior Trunk Keepers
	Active Team Leaders 3 levels					2 Team Leaders	3 Team Leaders	5 Team Leaders
TEAM STRUCTURE	Team CSV*		\$5,500	\$15,000	\$25,000	\$75,000	\$200,000	\$500,000
	Level 1 Bonus	4%	5%	6%	7%	8%	8%	9%
	Level 2 Bonus		1%	1%	2%	2%	3%	3%
PAYOUT	Level 3 Bonus					1%	1.5%	2%
	<b>DEFINITIONS:</b> Active Trunk Keeper - PRA      Personally Recruited Active Trunk Keeper or higher with a minimum of \$1,500 in a month - "Active Status" in the Plan Active Leadership -PRA      Personally Recruited Leaders with "paid as" rank for the month as Senior Trunk Keeper or higher Active Team Leaders 3 levels      Leaders achieving Team Leader "paid as" rank (or higher) for the month. Includes levels 1 thru 3 Commissionable Sales Volume - CSV Team CSV      Total Team Volume down 3 levels Level Bonus      Commission paid on the CSV of team members							

# FREQUENTLY ASKED QUESTIONS

Q. What can Trunk Keepers use gift cards on?

A. Trunk Keepers who want to use gift cards can ONLY use them on FULL price merchandise. You cannot use gift cards on discounted promotional items, supplies, trunk payments or personal discount orders.

Q. What do I do when I receive a “duplicated transaction” message after submitting an order?

A. Don't panic. This happened because prior to this message you tried to submit an order and the address was wrong or you received an invalid credit card error and had to re-enter that info. The computer needed some time to process the first error and didn't have enough time. When you receive any error when first processing an order, wait 5 minutes then go in and correct it. This will give the computer enough time to know that Matilda Jane is not taking the funds and the first transaction was in error.

Q. What do I do when I realize my Jane benefits are deleting themselves?

A. Recalculate.... This is occurring because your Jane is no longer qualifying for the benefits you thought. Most likely you are changing an item that needs to remain full price in order for your Jane to qualify for the next level of benefits. By discounting full-price items in the Jane cart, it lowers the subtotal, therefore affecting Jane Benefits.

Q. What if I'm entering an order at midnight and a customer's card is declined but the show is about to time out, and that order affects the Jane's benefits?

A. First, double check the credit card number and address. If you cannot get in touch with the customer when that doesn't work, then the order will have to be removed or you can submit the order as a check payment. If you decide to go ahead and submit order as a check payment, Customer Care may be able to change the form of payment. Be sure you have the customer's credit card number when you call. If Customer Care cannot charge the credit card, you will be responsible for payment of the order. Customer Care cannot cancel orders. We do not have system capabilities to check out your customer's order using a gift card.

Q. On personal Trunk Keeper orders, what amount do I refer to for tax?

A. Taxes are based off of the discounted amount, so get your total AFTER the discount and calculate taxes from that amount. Some states also have tax on shipping so if you are in one of those states add your discounted total and shipping before calculating the tax portion.

Q. My customer placed an order for a gift card and wants to use it before she physically has it?

A. Let your customers know we will not give out gift card numbers via phone or email unless through her Trunk Keeper. Gift cards are processed within 48 hours and are sent USPS and do not have a tracking number. So expect the same ship time as normal mail 5-10 business day depending on where the customer is located.



Q. My customer placed a gift card order and never received it?

A. Call Customer Care and we will cancel the original gift card if and ONLY if we can see that it has not been used. If it has not been used then we will issue your customer a new gift card. Remember, Matilda Jane is NOT responsible for lost or stolen gift cards once they are in your customer's hands.

Q. Am I allowed to place a personal order for Platinum Pieces?

A. Unfortunately the answer is no. Only collection pieces from the Matilda Jane Clothing website may be purchased using your discounts.

Q. What are RS labels and what does Matilda Jane use them for?

A. RS label stands for "Return Service". This is a service we offer for those customers who have received an item in error. These are costly so they are not used for normal exchanges or defective items.

Q. What if I realize a customer's order is being shipped to the wrong address?

A. Our shipping system pulls each address exactly how it was entered into the system, so it is crucial to double check all addresses. Mistakes happen, so in a situation where the mistake was caught after the shipping label was created, you can contact Customer Care, and we may be able to issue an intercept on the package if it was shipped FedEx Home Delivery. There is a fee that can range anywhere from \$10-\$50 to have the package intercepted and will be direct debited from your account. If the package was shipped FedEx Smartpost, then the package CANNOT be intercepted. You will have to watch tracking on a Smartpost package. Once the package shows it is being sent back to the MJ Home Office, call Trunk Keeper Support, and we will re-ship the package to the correct address.

Q. I have a customer who wants to place an International order from somewhere other than Canada or Mexico. What do I do?

A. Please refer to the International Ordering section of the Order Processing Guide.

## **RETURN/EXCHANGE COMMON QUESTIONS**

Q. What is the exchange policy for promotions and sales?

A. Purchases made during a promotion (free gift or free shipping) or a sale may be subject to a different return/exchange policy. Please see promotion/sale details for complete information.

Q. If I bought it on sale, can I exchange it for another item for the sale price?

A. No. If the item was purchased at 30% off, they can exchange it for the same item but different size and get the sale price. If they want to exchange it for a different item, it will not be for the sale price.

Q. If a customer is past their 30 day return date, can they still return it for a refund?

A. We give 7 days after their 30 days to be lenient. If they are beyond that time, we can't do a refund via original form of payment. They would need to exchange for equal or greater value or we can refund onto a gift card.

# FREQUENTLY ASKED QUESTIONS

Q. If I bought an item with a Jane benefit (free product or half price), can I exchange it for another item and use the benefit?

A. Yes! Please make your customers aware that they have that benefit to still use on an exchange, otherwise they will lose the benefit. We always call customers if they are returning an item with a benefit to let them know they can get another item.

Q. I received my items as a gift and they don't fit, can I return them for a refund?

A. If the customer indicates that it was a gift and she would like the refund on a gift card, we will be happy to issue the gift card to her. Otherwise the refund will go to the original form of payment.

Q. How do I proceed with a customer who has a defective item?

A. Defective returns/exchanges are handled the same way as normal returns/exchanges. Your customer should have received a return/exchange form in their package. Explain to them the process of marking the defect and filling out the paperwork. We do not hold replacement items.

Q. A customer wants to exchange for items in the next release—but they haven't been released yet. Can you exchange for new release items?

A. In order to exchange for items in the new release, the Return/Exchange Department MUST receive the return items after the release is launched and the correct item names must be referenced on the form.

Q. I purchased some items with my Trunk Keeper discounts and want to return them. Can I do that?

A. You may return items from your personal orders but you will lose any discounts applied to those items.

## WHO DO I CALL?

- Customer Care – General questions about shipping, missing/duplicate items, sizing and exchanges or defective items, TK supplies, Spread the Love or personal orders. You can also reach out to the team with questions about Trunk Keeper events and missing items in your trunk.
- Return/Exchange Department – Questions or concerns that deal with returns, exchanges or defective items.

## IF YOU MOVE:

Please let your upline know and call Customer Care as soon as possible so we can update your information. Provide an updated W-9 to [opportunity@matildajaneclimbing.com](mailto:opportunity@matildajaneclimbing.com).