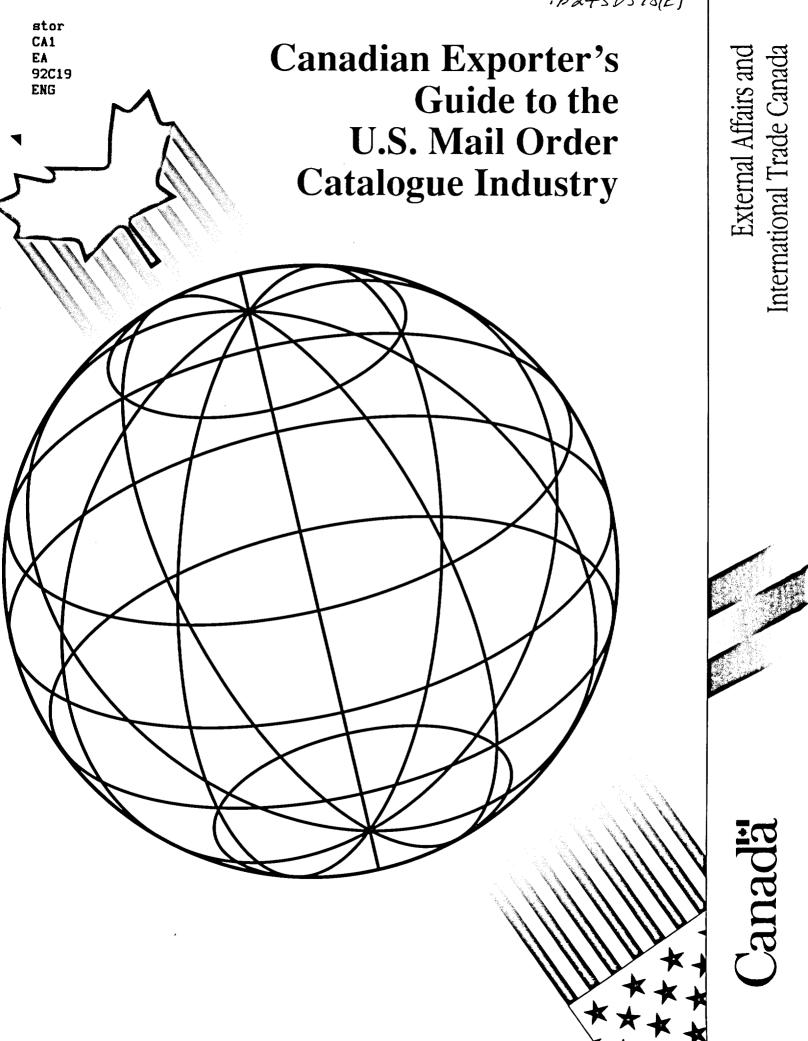
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# Canadian Exporter's Guide to the U.S. Mail Order Catalogue Industry

External Affairs and International Trade Canada (EAITC) is the federal department responsible for international trade. It is also responsible for operating and maintaining the Trade Commissioner Service with over 818 officers in 120 cities abroad and 12 cities in Canada. The primary responsibility of the Trade Commissioner is to assist Canadian companies starting or expanding export sales in international markets.

To obtain copies of this guide and other EAITC trade publications, please contact InfoExport (BPTE), External Affairs and International Trade Canada, 125 Sussex Drive, Ottawa, Ontario K1A 0G2. Call toll-free: 1-800-267-8376. In Ottawa please call 993-6435.



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As international trade becomes more interdependent, Canadians are able to extend their markets and employ new methods of exporting their products. One of the most successful and fastest growing means of selling your goods is through the United States mail order catalogue industry. The geographic proximity of the U.S. to Canada makes a catalogue marketing venture a great opportunity for growth for small Canadian firms. With direct shipments to the catalogue house's warehouse, the manufacturer's product has access to the U.S. market of more than 250 million consumers.

The North American lifestyles of the 1990s have become more hurried, leaving in many cases less time for leisure activities. For today's consumer, having the ability to contemplate purchases without leaving the home is no longer a luxury; for the Canadian manufacturer it is an opportunity not to be missed. The Canadian manufacturer or supplier can seize this opportunity and fit into virtually any niche within the U.S. marketplace. Selling your product through a U.S. mail order catalogue provides many benefits, such as having a "professional" market your product, and eliminating the need of a U.S. site of operations.

In 1990, American consumers bought about \$65 billion (US) worth of goods through mail order catalogues. In business-to-business mail order sales, U.S. business personnel bought more than \$75 billion (US) worth of goods. With this purchasing power, the opportunities presented by exporting through the U.S. mail order catalogue industry are well worth investigating.

As with all new ventures, you need to take time to introduce yourself and your product to potential buyers. In the case of the mail order industry, the catalogue houses are, in effect, your consumers. The process of locating and establishing the mail order catalogue most suited to your product is unlike the traditional method of promoting your product. This guide has been created to help Canadian manufacturers to introduce their products to the highly dynamic U.S. mail order catalogue industry. If you have the ability to export, selling through mail order catalogues can enhance your exporting endeavours.

# WHAT TO LOOK FOR IN THE U.S. MARKET

Your first step into the U.S. mail order catalogue industry is locating and establishing contact with a mail order catalogue house. There are a great many from which to choose, ranging from those that sell family apparel and household items, such as *Spiegel's*, to catalogues that carry specific products designed to fit into a special niche of the market, such as the *Horchow Home Collection* of decorative accessories.

Whatever the product, you need to select a catalogue house that is interested in distributing your product. Selling your product through a catalogue removes the expenses incurred in more traditional channels of exporting. In more conventional marketing, you are often responsible for breaking new ground with your product in a certain area of the country. You may need to perform market studies or take visits to the area of destination to see how similar products are marketed. In the U.S., with the population base spread throughout a large country, this is a costly and time consuming venture. But selling your product through a catalogue removes that detail from your area of responsibility.

The catalogue house that you choose knows and understands the market to which it sells. It has completed the market research, and knows the demographics of households, the income level, the number and value of purchases per year, and of course, which items are selling.

To develop this knowledge yourself would be a costly and time-consuming process.

Your responsibility as a manufacturer or supplier is to locate a catalogue house that will carry your product. The items you supply need to fit into the image that the catalogue is attempting to convey to its consumers. The wide variety of catalogues available may make the selection process your most difficult task.

## WHERE TO FIND A CATALOGUE HOUSE

As was noted earlier, U.S. consumer mail orders totalled more than \$65 billion (US) in goods and services in 1990. There is probably a catalogue that is the ideal match for your product. One of the easier ways of searching out a catalogue house is using a directory of catalogue houses.

The most comprehensive list available is **The Catalog of Catalogs II** by Edward L. Palder. This directory includes over 12,000 catalogue houses separated into 600 categories. The names, addresses and telephone numbers are listed with each entry, and each catalogue is cross-listed and identified by subject/category and manufacturer.

This publication can be ordered for \$14.94 (US) plus \$3.95 shipping and handling from Woodbine House, 5616 Fishers Lane, Rockville, Maryland 20852 USA.

Once you have found a source for mail order catalogue houses, your next step is to select the catalogues that you find compatible with your product and which you think will fairly represent you and your company's image. You should begin with a large number of possible catalogues and work through them by the process of elimination. Order the most recent copy of various catalogues which sell goods similar to yours. After assembling your own collection of catalogues, evaluate each one on how products are displayed. Read the descriptions of each product. Does the catalogue carry a product line that closely matches your product? If so, this may be a solid place to begin. If you have a unique item, look for the catalogue that most closely represents the image you want to portray. Remember, your product is your calling card and how each catalogue displays your product can influence the consumers' decision to buy and can determine your future success in the U.S.

# CALLING ON A U.S. MAIL ORDER CATALOGUE HOUSE

When you have decided on the most promising catalogues for your products, you can initiate contact with the catalogue houses (a sample directory of mail order catalogues has been included for your information in the back of this guide). The best way to begin your business transaction with a catalogue house is to call and ask to speak with the buyer who would handle your item. The buyer will tell you what you need to supply to the company so it can examine your product. This is a critical step because different catalogue houses request different material. For instance, it is not correct to assume that all catalogue houses will initially want samples of your product. Follow the buyer's directions carefully.

In general, the catalogue house will request the following:

- a letter of introduction which includes a history of your company, how long you have been in business, your annual sales, how you currently market your product, where you currently sell your product and your projected sales for the current year;
- a brochure on your company and/or the item you wish to sell;
- a sample of your product;
- a price list in U.S. dollars freight-on-board port-of-entry.

Remember to ask the buyer the time frame in which you can expect to receive a decision and the manner in which you will be notified (the average time is usually 6 weeks).

## FORMATION OF A SUCCESSFUL BUSINESS VENTURE

When you find a catalogue house that is interested in your product, the next phase is for the buyer and possibly a quality control inspector to visit your facility. They will be interested in seeing your equipment and talking with your managers before deciding whether or not you have the capability to meet their demands.

Do not be intimidated by larger or well-known mail order catalogue houses, such as *Spiegel*, *J.C. Penney*, *Sears*, etc. It is often the case that they will initially make less demanding arrangements with you as a period of indoctrination. In doing so, you will be gradually introduced to the process of supplying a catalogue warehouse.

Normally, the catalogue house will encourage you to visit their warehouse and facilities to show you where your shipments will be sent. With this visit, you will have the opportunity to meet with the people who will be managing and handling your product. For very large items, you will be asked to ship directly to the consumer, i.e. drop shipment. Most often, the catalogue house will reimburse you for shipping charges from the port-of-entry.

Each supplier-catalogue relationship is unique. No two agreements will be the same. This not only varies from catalogue to catalogue, but with supplier agreements within the catalogue house itself. For example, *Lands' End*, a major clothing, bedding and accessories, and luggage catalogue, has over 400 manufacturers and suppliers and each business contract is individual.

The mark-up on your product will vary, depending on the item and the catalogue house. There can be a mark-up in the range of 50 to 100 per cent. Be certain that this issue is clearly addressed when negotiating your contract.

Before you enter into a contract with a catalogue house, you should understand the buyer's policy on details such as:

Backorders Drop Shipments Lead Time Packaging Requirements Payment Quality Control Returned Items Product Servicing Schedule of Shipments

In many cases, the catalogue house will provide you with a "vendor package" while you are negotiating an agreement with them. This information details the process by which the catalogue and warehouse work, and how you as the vendor, fit into the process. This material also indicates all basic requirements that you and your product must meet.

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## **MOVING YOUR PRODUCT OVER THE BORDER**

## U.S. Standards and Labelling

Before you make your first shipment, check with commercial and governmental regulatory agencies to ensure that your products comply with U.S. standards. Compliance with such standards, whether they relate to product performance, product safety, consumer protection or environmental concerns, can be required under federal regulations or under standards agreed to within specific commercial sectors.

In checking the requirements, also ensure that, in the case of governmental regulations, you find out from the responsible U.S. agency(ies) the type of proof of product compliance needed.

General information on U.S. standards can be obtained from the Standards Council of Canada at (613) 238-3222, or toll-free 1-800-267-8220. For specific questions on U.S. regulatory agencies, see the assistance section of this guide for addresses.

Under U.S. law, almost all goods are required to be marked to indicate the country of origin, i.e. "Made in Canada". For many of these goods, specific requirements exist regarding how and where the marking is put on the item. If these requirements are not met, your shipment may be refused entry. If you are supplying a private label product, you will need to provide documentation from the catalogue house indicating approval to use their private label.

### Shipping and Customs Procedures

Before shipping a product to the U.S., you should make sure that the merchandise has been properly packed, labelled and documented. It should also be insured against damage, loss or theft.

As a first step toward fulfilling U.S. Customs requirements, you need to establish the tariff classification of the product you intend to export. Product classification can be performed by a U.S. customs broker or by a U.S. customs import specialist at a port of entry. It is also possible to seek a binding classification from U.S. Customs. It is the tariff classification that will determine the rate of duty that applies, as well as, in some cases, other import requirements such as product quotas (see page 14 for locations of U.S. Customs Offices).

The Free Trade Agreement (FTA) has already eliminated many tariffs on goods of Canadian or U.S. origin. The FTA ensures that by 1998 all tariffs will be eliminated. In order to benefit from the preferential duty rate under the Free Trade Agreement, a Certificate of Origin needs to be issued for each product. The certificate is a statement issued by U.S. Customs in which the exporter confirms that the goods originate in Canada or the U.S. in compliance with the rules of origin as outlined in Chapter 3 of the FTA.

# **MOVING YOUR PRODUCT OVER THE BORDER**

U.S. border crossings are equipped with computer databases through which customs officers have access to information on the rules of origin applicable to each category of goods. The databases also contain information on importers, exporters and transportation carriers. When there is doubt regarding the information provided on the certificate, the customs officers can request verification, up to and including visiting the exporter's manufacturing plant.

Both Canada and the United States are now using the Harmonized System of tariff classification for customs purposes.

# Transportation of Your Product to the United States

It is a matter of personal preference how you ship your product to the United States. It is often the case that Canadian companies choose to obtain the services of a professional freight carrier. These firms should have a Certificate of Operating Authority which is issued by the United States Interstate Commerce Commission. This document allows the movement of goods among the various states within the U.S.

### Intellectual Property

If your product or manufacturing process is one for which you have or are seeking Canadian patent or copyright protection, you should consider similar protection under U.S. law. Similar care should be taken with brand names and registered trademarks.

In general, patent and other intellectual property law is complex. If you believe that you may need some protection, or to confirm that your product complies with U.S. law, you should seek legal advice.

General information is available from Consumer and Corporate Affairs Canada. For patent questions, call (613) 997-1936; for trademark enquiries, call (613) 997-1420; for copyright and industrial design questions, call (613) 997-1725.

# SALES (\$) FOR U.S. CATALOGUE HOUSES

Mail Order to Co	(Billions \$)		
	<u>1988</u>	<u>1989</u>	<u>1990</u>
Apparel	5.025	6.533	8.624
Auto Clubs	1.675	1.809	1.954
Automotive	0.462	0.518	0.575
Books	1.830	1.912	2.017
Collectibles	1.785	1.946	2.063
Cosmetics	0.354	0.386	0.432
Crafts	1.064	1.146	1.240
Educational Services	0.962	1.106	1.239
Electronic Goods	1.593	2.070	2.650
Food	0.775	0.826	0.892
Gardening/Horticulture	0.495	0.525	0.561
Gen. Mdse./Housewares/Gifts	7.221	8.808	9.515
Health/Nutrition	0.746	9.515	0.902
Insurance/Financial	11.016	12.008	13.329
Jewellery	0.330	0.386	0.436
Vagazines	4.616	5.196	5.790
Photofinishing	0.878	0.931	0.987
Prescriptions	0.481	0.567	0.658
Records/Tapes	0.912	1.012	1.143
Sporting Goods	2.513	2.991	3.559
Tools/Home Repair	0.820	0.943	1.085
Major Catalogue Retailers	5.475	5.804	6.146
TOTAL CONSUMER SALES	51.028	66.938	65.797

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External Affairs and International Trade Canada (EAITC) staff includes experts in a variety of industrial sectors whose aim is to help Canadian exporters in the United States. They can be reached through the U.S. Trade Promotion Division at (613) 991-5849 or (613) 993-7343.

For information on the U.S. market, telephone EAITC officials at:

General information on the Free Trade Agreement .	(613) 993-5047
U.S. tariffs and classification, market access	(613) 993-5047
Rules of origin and certificates of origin	(613) 993-5061
Packaging and labelling	(613) 998-0015
U.S. government procurement opportunities	(613) 998-9441
Visa questions	(613) 993-7660
General Exporting Information	

### List of Trade Offices

Canadian Embassy 501 Pennsylvania Avenue, N.W. Washington, DC 20001 Tel: (202) 682-1740 Fax: (202) 682-7619

Canadian Consulate General Suite 400 South Tower One CNN Center Atlanta, GA 30303-2705 Tel: (404) 577-6810 Fax: (404) 524-5046

Canadian Consulate General Three Copley Place, Suite 400 Boston, MA 02116 Tel: (617) 262-3760 Fax: (617) 262-3415

Canadian Consulate General One Marine Midland Center, Suite 3000 Buffalo, NY 14203-2884 Tel: (716) 852-1247 Fax: (716) 852-4340 Canadian Consulate General Two Prudential Plaza 180 North Stetson Avenue, Suite 2400 Chicago, IL 60601 Tel: (312) 616-1860 Fax: (312) 616-1877

Canadian Consulate General Illuminating Building, Suite 1008 55 Public Square Cleveland, OH 44113-1983 Tel: (216) 771-0150 Fax: (216) 771-1688

Canadian Consulate General St. Paul Place, Suite 1700 750 N. St. Paul Street Dallas, TX 75201-3281 Tel: (214) 922-9806 Fax: (214) 922-9815

Canadian Consulate General 600 Renaissance Center, Suite 1100 Detroit, MI 48243-1704 Tel: (313) 567-2340 Fax: (313) 567-2164

Canadian Consulate General 300 South Grand Ave., 10th Floor Los Angeles, CA 90071 Tel: (213) 687-7432 Fax: (213) 620-8827

Canadian Consulate General 701 Fourth Ave. South, Suite 900 Minneapolis, MN 55415 Tel: (612) 333-4641 Fax: (612) 332-4061

Canadian Consulate General 1251 Avenue of the Americas New York, NY 10020-1175 Tel: (212) 768-2400 Fax: (212) 768-2440 Canadian Consulate General 50 Fremont Street, Suite 2100 San Francisco, CA 94105 Tel: (415) 495-6021 Fax: (415) 512-7671

Canadian Consulate General 412 Plaza 600 Sixth and Stewart Streets Seattle, WA 98101-1286 Tel: (206) 443-1777 Fax: (206) 443-1782

## International Trade Centres

International Trade Centre P.O. Box 11610 900-650 West Georgia Street Vancouver, B.C. V6B 5H8 Tel: (604) 660-0434 Fax: (604) 666-8330

International Trade Centre Canada Place, Suite 540 9700 Jasper Avenue Edmonton, Alberta T5J 4C3 Tel: (403) 495-2944 Fax: (403) 495-4507

International Trade Centre Suite 1100 510-5th Street S.W. Calgary, Alberta T2P 3S2 Tel: (403) 292-6660 Fax: (403) 292-4578

International Trade Centre 119 - 4th Avenue South, Suite 401 Saskatoon, Saskatchewan S7K 5X2 Tel: (306) 975-5315 Fax: (306) 975-5334 International Trade Centre 4th Floor, 1955 Smith Street Regina, Saskatchewan S4P 2N8 Tel: (306) 780-5020 Fax: (306) 780-6679

International Trade Centre 330 Portage Avenue, 8th Floor P.O. Box 981 Winnipeg, Manitoba R3C 2V2 Tel: (204) 983-8036 Fax: (204) 983-2187

International Trade Centre 1 Front Street West, 4th floor Dominion Public Building Toronto, Ontario M5J 1A4 Tel: (416) 973-5053 Fax: (416) 973-8161

International Trade Centre Stock Exchange Tower 800 Victoria Square Suite 3709, P.O. Box 247 Montreal, Quebec H4Z IE8 Tel: (514) 283-8185 Fax: (514) 283-8794

International Trade Centre Assumption Place 770 Main Street P.O. Box 1210 Moncton, New Brunswick E1C 8P9 Tel: (506) 851-6452 Fax: (506) 851-6429

International Trade Centre 1801 Hollis Street Box 940, Station M Halifax, Nova Scotia B3J 2V9 Tel: (902) 426-7540 Fax: (902) 426-2624 International Trade Centre Confederation Court 134 Kent Street, Suite 400 P.O. Box 1115 Charlottetown, P.E.I. C1A 7M8 Tel: (902) 566-7400 Fax: (902) 566-7450

International Trade Centre Atlantic Place 215 Water Street, Suite 504 St. John's, Newfoundland A1B 3R9 Tel: (709) 772-5511 Fax: (709) 772-2373

## **Revenue Canada Customs and Excise**

These regional customs offices provide information on current Canadian duties and rules of origin that will apply to your products:

Atlantic Canada	(902) 426-2914
Quebec City	
Montreal	
Ottawa	
Toronto	(416) 973-8258
Hamilton	
SW Ontario	
Central Canada	
Alberta	
British Columbia	(604) 666-0456

Other important Revenue Canada telephone numbers:

Duty drawbacks	(613) 954-6890
GST administration	
Rules of origin	

## **Direct Mail Associations**

CANADIAN DIRECT MARKETING ASSOCIATION (CDMA) 1 Concorde Gate, Suite 607 Don Mills, Ontario M3C 3N6 Tel.: (416) 391-2362 Fax: (416) 441-4062

The CDMA was founded in 1967 to promote professionalism amongst users of direct marketing and to foster both the growth and credibility of direct response marketing in Canada. The association is comprised of over 850 Canadian and U.S. companies, representing a broad cross-section of individuals, industries and services.

DIRECT MARKETING ASSOCIATION (DMA) 11 West 42nd Street New York, NY 10036-8096 Tel.: (212) 768-7277 Fax: (212) 398-6725

The DMA, established in 1917, is the oldest and largest international trade association representing users, creators and suppliers of direct marketing techniques. The DMA has more than 6,000 members from 3,000 companies, located in all 50 U.S. states and 55 other countries.

## **Standards and Product Certification**

Compliance with American standards is necessary to successfully market a number of products in the United States. Following are a few addresses of standards, product testing and certification organizations.

A) Government Agencies:	Food and Drug Administration (FDA)
The Animal and Plant Health Inspection Service Department of Agriculture 6505 Belcrest Road Hyattsville, MD 20782 Tel: (301) 436-8695	Department of Health and Human Services 5600 Fishers Lane Rockville, MD 20857 Tel: (301) 443-1544
Bureau of Alcohol, Tobacco and Firearms Department of Treasury 1200 Pennsylvania Avenue N.W. Washington, DC 20226 Tel: (202) 566-7777	Consumer Product Safety Commission 5401 Westbard Avenue Bethesda, MD 20816 Tel: (301) 492-6580

#### B) Private Product Testing Laboratories:

Underwriters Labs Inc. (UL) 333 Pfingsten Road Northbrook, IL 60062 Tel: (708) 272-8800 ETL Testing Laboratories Inc. P.O. Box 2040 Industrial Park Road 11 Cortland, NY 13045 Tel: (607)753-6711

## U.S. Customs Service Regional & District Offices

#### BOSTON

10 Causeway Street, Room 603 Boston, MA 02222-1059 Tel: (617) 565-6147

#### **BUFFALO**

111 W. Huron Street, Room 603 Buffalo, NY 14202 Tel: (716) 846-4373

#### OGDENSBURG

127 North Water Street Ogdensburg, NY 13559 Tel: (315) 393-0660

#### PORTLAND

312 Fore Street P.O. Box 4688 Portland, ME 04112 Tel: (207) 780-3326

#### **CHICAGO**

610 South Canal Street Chicago, IL 60607 Tel: (312) 353-6100

#### DETROIT

477 Michigan Avenue Patrick V. McNamara Bldg., Room 200 Detroit, MI 48226 Tel: (313) 226-3177

#### WASHINGTON, DC

Gateway 1 Building P.O. Box 17423 Washington, DC 20041 Tel: (202) 566-8511

#### WASHINGTON, D.C.

Dulles International Airport Chantilly, VA 22021

#### LOS ANGELES

300 South Ferry Terminal Island San Pedro, CA 90731 Tel: (213) 514-6001

#### SEATTLE

909 First Avenue Seattle, WA 98174 Tel: 206) 442-0554

## SAMPLE CATALOGUE LISTINGS

Category Key To Mail Order Catalogue List

- 1 arts and crafts
- 2 bedding/accessories
- 3 books
- 4 Christmas decorations
- 5 clothing/accessories
- 6 clothing, children's
- 7 clothing, men's
- 8 clothing, women's
- 9 cosmetics
- 10 games
- 11 flowers/bulbs
- 12 jewellery
- 13 gift items
- 14 home furnishings (housewares, cookware)
- 15 furniture
- 16 miscellaneous items
- 17 outdoor/sporting products
- 18 shoes
- 19 silver/china/crystal
- 20 stationery
- 21 toys
- 22 tools/hardware
- 23 luggage
- 24 food
- 25 health and beauty aids
- 26 office furniture, equipment and accessories
- 27 health foods, vitamins
- 28 safety/security

25 AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP) PHARMACY SERVICE Dept. AG P.O. Box 19229 Alexandria, VA 22320 Tel: (703) 684-0244

5,8 A.B. LAMBDIN U.S. Highway 19N Americus, GA 31710 Tel: (912) 928-0626 Ladies' designer fashions & accessories, sportswear.

- 7,8 ABERCROMBIE & FITCH
- 13,24 6867 Wynnwood Lane Houston, TX 77008 Tel: (800) 231-9715 *Gifts, outdoor items, men's & women's apparel, gourmet foods.*

**13,26** ADAM YORK Hanover, PA 17333-0006 Tel: (717) 633-3333 *Unique gifts.* 

- 5,8, AMBASSADOR CATALOGUE14 One Ambassador Plaza
- Box 52010 Phoenix, AZ 85072-2010 Tel: (602) 431-3901 Women's clothing & accessories, decorative items for the home.
- 1 ARTISAN COLLECTION C-1 P.O. Box 11118 Trenton, NJ 08620 Tel: (609) 888-0868 Hand-crafted gifts.

7,8 AUSTAD'S

13,17 4500 East 10th St. P.O. Box 1428 Sioux Falls, SD 57101 Tel: (800) 444-1234 Sports equipment, golf clothing, clothing accessories.

- 24 AUSTIN STREET MARKET Catalogue 2296 Sinter Road P.O. Box 4758 San Jose, CA 95150-4758 Tel: (800) 333-1448 Foods from around the world.
- 5,8 BARBARA GEORGE 15 COLLECTION 8 Olsen Avenue Edison, NY 08820 Tel: (201) 906-0494 High-end women's formal & casual clothing, jewelry, unusual gifts.
- 3 BARNES AND NOBLE 126 Fifth Avenue New York, NY 10011-5666 Tel: (201) 767-8844 Books, shelves, tapes, records, video cassettes.
- 27 BARTH VITAMINS 865 Merrick Avenue Westbury, NY 11590 Tel: (800) 553-0353 *Vitamins & minerals, skin care products.*
- BEAUTIFUL VISIONS INC. 810 S. Hicksville Road C.S. 4001 Hicksville, NY 11855-401 Cosmetics, perfumes, beauty aids.
- 9 BEAUTY BUY BOOK G.R.I. Corporation 65 E. South Water Street Chicago, IL 60601 Tel: (312) 977-3700 Cosmetics, perfume.
- 13 BETTER HOMES & GARDENS BOOKS 1716 Locust Street Des Moines, IA 50336 Tel: (515) 284-2844 Books on cooking, gardening, crafts, medical issues.

- 5.6.7 WILLIAM BLAIR LTD. 8 4839 Del Ray Avenue
  - Bethesda, MD 20014 Tel: (301) 654-6665 18th C. English furnishings.
- 12,14 **BLOOMINGDALE'S** 1000 3rd Avenue New York, NY 10022 Tel: (212) 705-2000 10 retail outlets - furniture. home furnishings - department stores.
- 11 BRECK'S DUTCH BULBS 6523 N. Galena Road Peoria, IL 61632 Tel: (309) 691-4616 Flowers, bulbs.
- 6 BRIGHTS CREEK **Bay Point Place** Hampton, VA 23653 Tel: (804) 827-1850 Children's clothing.
- 7,8 **BRITCHES OF** GEORGETOWNE 1321 Leslie Avenue Alexandria, VA 22301 Tel: (703) 548-0200 Outerwear, business basics, elegant evening.
- 5,7,8 **BROOKS BROTHERS** 346 Madison Avenue New York, NY 10017 Tel: (800) 274-1816 Retail outlets, men's & women's high end apparel.
- 13.17 **BROOKSTONE COMPANY** 22 787 Vose Farm Road Peterborough, NH 03458 Tel: (603) 924-9511 or 9541 Hard-to-find tools, garden & home maintenance items.
- BULLOCKS WILSHIRE 5,7,8 The Specialty Store -**Catalogue Division** Metro Station P.O. Box 55029 Los Angeles, CA 90055-2029 Tel: (800) 366-0366 High end men's and women's clothing.

- 8 CAREER GUILD P.O. Box 500 McSherrystown, PA 17344-0500 Tel: (717) 633-3333 Women's clothing - inexpensive.
- 5.17 CAROLINA HEALTH AND FITNESS **Rainey Street** Burlington, NC 27215 Tel: (919) 229-1300 Exercise wear and equipment men's and women's.
- CARROLL REED 5.8 Conway, NH 03866 Tel: (800) 345-5770 Women's clothing and accessories (sporty) - classical.
- 1,3 CASUAL LIVING
- 13,14 5401 Hanger Court P.O. Box 32173 Tampa, FL 33631-3273 Tel: (800) 843-1881 Gift items, games, kitchen accessories.
- 5,8 CHADWICK'S OF BOSTON LTD. One Chadwick Place P.O. Box 1600 Brockton, MA 02403-1600 Tel: (508) 583-7200 Women's casual and career apparel - quality.
- 5.8 CHANTILLE
- 12.13 8 Olsen Avenue Edison, NJ 08820 Tel: (201) 906-0497 Expensive aifts - women's fashions & accessories, jewelry.
- 5,8 CHARLES KEATH LTD. 1265 Oakbrook Drive
- 12,13
  - 15 Norcross, GA 30093 Tel: (404) 449-3103 Varied gifts high end jewelry, women's clothing, home accessories.

- 10,21 CHILDCRAFT EDUCATION CORP. 20 Kilmer Road Edison, NJ 08818 Tel: (800) 367-3255 Educational toys.
- 5,13 CHRIS CRAFT
- 18 CATALOGUE CO. Seven Mill Bridge Road Box 52020 Phoenix, AZ 85072-2020 Tel: (602) 431-3890 Fashion, gifts & accessories.
- 2,10 CITISHOPPER
- 13,14 P.O. Box 1016
- 15,16 Trumbell, CT 06611-1016
- 23 Tel: (800) 835-7467 *Hi-tech toys.*
- 5,8 CLIFFORD & WILLS One Ivy Crescent Lynchburg, VA 24506-1002 Tel: (800) 633-3485 Quality women's sportswear & accessories.
- 5,23 COACH LEATHERWARE CO. 516 W. 34th Street New York, NY 10001 Tel: (201) 460-4716 Leather bags, belts & accessories, luggage, briefcases.
- 1,13 COLLECTORS' GUILD, LTD. 1625 Bathgate Avenue Bronx, NY 10457 Tel: (212) 901-5271 High-end pictures, art objects.
- 2 COLONIAL MAID CURTAINS Department 284 - Depot Plaza Mamaronecek, NY 10543 Tel: (914) 698-6136 Tel: (800) 431-2620 Curtains and bedspreads.
- 14,22 C.O.M.B. DIRECT MARKETING
  26 CORP.
  1405 Xenium Lane
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