

Terms and Conditions:

Minimum Order: \$200 Reorder: \$100

ALL ORDERS ARE SHIPPED PREPAID.

We accept: Visa, Mastercard, Discover or American Express. Credit cards are charged actual shipping/handling charges in addition to the order subtotal once amounts are configured. \$0.00 is shown until a shipping total is calculated. You'll receive an emailed invoice with exact order total once calculated. Declined credit card orders are repositioned.

Shipping & Handling

All orders will ship UPS Ground unless otherwise notified. All orders are shipped F.O.B. Flint, MI 48506 at account's expense. Any shipment sent Next Day Air, 2nd Day Air, etc., will only be sent on a prepaid basis with signed authorization. Orders requiring postal delivery will incur 10% handling charges. Please note: All orders incur a processing fee.

Freight Collect Requests: orders may be sent freight collect; please contact our office for details. Freight collect orders will incur processing fee, insurance charges and require a signed waiver. FedEx customers will be required to arrange freight collect shipments.

Incorrect/incomplete addresses or address/delivery changes from UPS/FedEx, will result in an automatic \$7.00 fee per carton charge to your account.

Pallet Charge: orders (shipments) requiring a pallet(s) will incur an additional \$15.00 handling charge per pallet plus applicable processing and shipping charges.

Shipping/Delivery Time: please contact our office in regard to anticipated shipping/delivery time of your order of in-stock item. This varies according to the time of year. In fairness to all of our valued customers, orders are time-stamped and shipped in the order that they are received. Declined orders or changed orders are repositioned. Add-on orders will be accepted within ten (10) business days of the original order. If the original order has already shipped, the customer will be responsible for shipping and handling fees for the add-on order.

Backorders: every effort is made to ship orders complete. Items ordered that are out of stock will automatically be placed on backorder. Backorders are shipped as soon as product is available. You must notify us in advance if you do not accept backorders.

Private Label Orders: please call for estimated ship date for Private Label orders.

Damage Claims

Any damage claims must be reported to the carrier (UPS, FedEx, etc.) immediately. Save any packaging or damaged goods for possible inspection. Contact Country Home Creations after you have notified the carrier. Any damages or shipping discrepancies must be filed with our office within five (5) business days from receipt of shipment.