

Terms and Conditions:

Minimum Order: \$50

You must be a legitimate retailer with a valid state, federal or international sales and use tax license, retail business license and/or reseller's permit in order to purchase or view wholesale goods from Hanna's Handiworks. All customers must register online before accessing our website. In order to create an account, we require a copy of your tax ID license or permit to keep on file. This information can be submitted one of two ways: (1) fax it to us at (816) 373-8165 Attn: Sandra, or email a copy (as a scanned attachment, pdf or photo) to info@hannashandiworks.com. *Please include your name, email address and phone number on the paperwork.*

Hanna's Handiworks offers Net 30 terms to firms with a favorable credit rating. You must submit a credit application, including references from three companies with which you do regular Net 30 terms.

All firms applying for credit will be subject to approval by our credit reporting agency, Lyon Credit Services.

Net 30 Payment Terms

We require credit card or check payment on first orders. Hanna's also has Net 30 terms for customers who have provided credit information, allowed time for processing (approximately ten business days), provided an authorized signature of the person(s) guaranteeing payment, and receive a favorable rating from Lyon Credit Services, Hanna's credit reporting company. These invoices must be paid by check or credit card only. A 3% charge will incur if you choose to pay by *credit card. *Please note: this 3% fee will NOT be applied if you pay with a credit card at the time of shipment. If you pay with a credit card AFTER shipping charges are billed, you will incur the 3% fee. All returned checks will be subject to a \$25.00 fee, and must be paid with a cashier's check or money order.

If for any reason your payment is late, a monthly finance charge of 1.5% will be added to your account balance. If the account is placed for collection, you will be responsible for all fees and collection costs. In addition, you will no longer be able to purchase from Hanna's using Net 30; your account would immediately revert back to pre-paid. Hanna's does not ship C.O.D.

Payment & Shipping Methods

Hanna's accepts all major credit cards as payment. Cards will not be charged until the order is shipped. Please include your credit card number and expiration date when checking out. You may also pay with a business or cashiers check. Orders will not be shipped until payment is received. Shipping charges are calculated and applied AFTER we receive your order.

Please mail check payment to:

Hanna's Handiworks, LLC
350 Space Center Dr.
Lee's Summit, MO 64064

All returned checks will be subject to a \$25.00 fee, and must be paid with a cashier's check or money order.

Hanna's does not ship C.O.D. Our primary shipping carrier is FedEx.

Please note: If you receive notice that your credit card is being held for approval, this doesn't automatically indicate there is a problem with your credit card or that your card has not approved---it means that your card has not yet been charged and your order is still being processed.

Minimum Orders

While we have no minimum amount required for order totals, all products sold must be ordered in at least the minimum quantity listed, and must be ordered in multiples of that number for higher quantities.

Returns & Damages

Merchandise may be returned to Hanna's for a refund (less shipping) if: Hanna's has been notified within 10 days upon receipt of merchandise, there are no price stickers or other markings on the product, and the product is still in the original packaging in resalable condition. There will be a 15% restocking fee charged on all returns.

Damages must be called in to Hanna's office within 10 days of receipt of the merchandise. Hanna's will determine if the product will be picked up. Credit will be applied to your account.

Cancelling an Order

Notification of cancellation must be received in writing at least two weeks (14 days) prior to the ship date. All refused orders will be charged a 15% restocking fee plus all freight charges incurred.

Shipping

We ship via FedEx. Shipping charges will vary according to the size and weight of your order. Rates are charged at regular FedEx Commercial Ground Rates.

Availability

All items are subject to availability. If an item is not available we reserve the right to place it on back order status and notify you of the expected ship date.

Please Note

All prices are wholesale prices, and subject to change without notice. Hanna's reserves the right to change payment terms of customers when payments are received late or

checks are returned by your bank.

New Policy:

Hanna's CANCELLATION POLICY:

Notification of cancelation must be received in writing. All Orders must be cancelled no later than 60 days from order being placed. Any order cancelled after 60 days will incur a 15% cancellation fee. Any orders refused at time of shipment will be charged 15% restocking fee plus 15% cancelation fee and all freight charges incurred.

Hanna's CLAIMS POLICY:

Any discrepancy with your order must be reported within 10 business days of receipt of the order.