

Terms and Conditions

Our business is trade only. The minimum for opening orders is \$250.00 and the minimum for re-orders is \$150.00. For companies outside of the U.S.A. the minimum for an order is \$500.00. All prices listed are FOB Montclair, CA, and are wholesale pricing subject to change without notice. First orders must be paid with a credit or debit card. We accept Visa, Master Card, Discover and American Express. All subsequent orders may qualify for Net 30 terms. Customers must apply to receive these terms. No COD orders.

Returned Check/Declined Card:

A 2% monthly finance charge may be added to past due balances. Returned checks will be charged \$25.00 per return. If checks are returned the balance must be paid by Credit Card, Cashier's Check or Money Order, and Net 30 terms may be revoked. All declined credit card transactions are subject to a \$9.50 processing charge.

Shipping:

Shipping time is customarily 1-2 weeks. Please allow 3-4 weeks during our busy seasons.

Back orders:

If any item from your order is back ordered, you will not be charged for that item. Once the item becomes available you will be contacted before shipping.

Damages>Returns:

Damages must be reported within 10 days. No returns will be accepted after 30 days. After the 30 day period, items are subject to a 20% restocking fee. Due to the nature of handcrafts, all measurements are approximate and may slightly vary.

Returns and Exchanges

Please contact us if you have a question about returns and exchanges. Returns will not be accepted without prior authorization.

S&H fees, including the minimum order surcharge, are not refundable. No refunds or reimbursements will be made towards the cost of shipping for returned or exchanged merchandise sent back to us, unless it is to exchange damaged merchandise for identical products. For damaged merchandise, we will pay for return shipping costs and send replacement items at no additional shipping charge.

To qualify for a return, exchange, or defect claim, items must be sent back in new and unused conditions in their original packaging.

For international shipments, we cannot be responsible for import tariffs, customs fees, or shipping delays due to international shipping, and if a customer refuses shipment for any reason we will deduct any actual shipping, customs and other costs incurred by us from any refund that is given.

Discounts:

We do offer case quantity discounts and a distributor program. Please inquire for more information.

Note:

Merchandise is not actual size in images! Please read description and measurements carefully.