

## **Terms and Conditions:**

### Order Information

#### Minimum Orders

Opening internet order of \$250.00. No minimum on re-orders.

All first time customers must supply a tax identification number.

#### Ordering Terms

Quantity pricing and price breaks apply to single item numbers only.

Mixing and matching is not permitted.

All pricing and quantities are according to the current catalog.

Items must be ordered in specified minimum quantities.

All quantities will be adjusted to minimum quantities or multiples thereof.

All backorders of \$40 or more will automatically be processed.

All backorders under \$40 will be processed upon request.

All hand made items are subject to some variation in size & color.

Prices are subject to change without notice.

#### Payment Terms

All orders are paid COD or CC. (MC, VISA, AMEX, DISC.)

\$30 Service charge for returned checks.

If using a debit card, please be aware that your bank will charge you twice for the amount that you've ordered. They will refund you the first amount usually 5-7 days after the transaction has gone through.

#### Shipping

All orders are shipped FedEx Ground unless otherwise requested FOB: Bolivar, Ohio.

If a customer chooses to ship United States Postal Service, the order can not be tracked via Ragon House.

#### Claims

Any order cancellations must be submitted in writing at least 7 days prior to scheduled ship date.

Claims must be made within 7 days of receipt of order.

If a USPS shipment does not reach the customer any claims will have to be submitted directly to the USPS.

#### Returns

No returns accepted without prior notice.

All returned items must be in original packaging.

20% Restocking fee for refused orders.

#### Customer Service Hours:

Monday - Friday 9:00am - 5:00pm Eastern Standard Time.