

## **Terms and Conditions:**

Minimum order: \$75 Approximate turnaround time: 24-48 hours

Wholesale Home Decor Terms:

**ORDERING** Please be sure to order responsibly as we don't accept returns or exchanges. By placing your order, you agree to all the below order policies...

**ETA's** On our new and seasonal items you will find ETA's. This is for your convenience in knowing when items will be available. Fall items have an ETA of May/June and Christmas items have an ETA of June/July because this is when they normally begin shipping for the Fall & Christmas selling seasons. New and popular items will have an ETA to show approximately when you can expect to receive the product.

### **MINIMUM ORDER**

Only \$75 Minimum Order.

**INDIANA BUSINESSES** We require a Sales Tax Exemption Form to be filled out before we can process your order. Please fax the completed form to 800-792-0047 directly after completing your online order. We must receive this completed form in order for your order to be processed.

**PRICING** Effective January 2009. Subject to change without notice. We are not bound to pricing/quantity errors contained herein and have the right to withdraw any offer or make you aware before your order ships.

**SHIPPING/ FREIGHT** FOB Indianapolis, IN 46256. UPS is shipper of choice unless order qualifies for Motor Freight. We do not ship by USPS. As some of our products are made to order or imported, shipping will be approximately 1 to 4 weeks but can be longer. Delivery is subject to delays due to manufacturing conditions beyond our reasonable control and will not effect contract terms. It is the buyer's responsibility to know the nature of freight costs. UPS charges are determined in part by the size of the package, not solely by weight. Therefore larger items can cost more to ship. Also longer distances can cost more to ship than destinations closer. We can charge a small handling fee to offset packaging costs. We will not refund any portion of the freight charge due to the customer not being in agreement with the shipping charges. The shipping amount will be added upon invoicing.

### **INTERNATIONAL**

**ORDERS** We ship internationally via UPS Global. You agree by ordering that you have investigated all duties and freight charges associated with placing an international order. The customer is responsible for all duties and freight charges. Refused international orders due to the customer not being aware of duties and applicable freight charges will be responsible for freight charges to and from as well as a 20% restocking fee.

**CANADA:** Please be aware that additional charges will be assessed by customs at the border, including GST taxes and UPS brokerage fees. These fees must be paid by you. We cannot estimate these fees prior to shipping.

DAMAGES Must be reported within 7 business days from the invoice date to UPS by calling 1-800-PICK-UPS and kept in original packaging. Damage refunds, once UPS reimburses us, will be applied to open backorders, not credited back to a charge card, unless there are no backorders.

#### ORDER

DISCREPANCIES Our order process includes a 3 step process to ensure quality and accuracy. Discrepancies in orders must be reported within 7 business days from the date of invoice otherwise the inquiry will not be processed.

BACKORDERS We automatically ship backorders. We do not call you before shipping backorders. If you do not want backorders, you must receive a cancellation number from our customer service representative.

#### PAYMENT

##### OPTIONS -ONLINE ORDERS MUST PAY BY CREDIT CARD

-Visa, MasterCard, AMEX, Discover (we are unable to call you before we charge your card). Declined credit cards will be followed up with a call or email requesting an alternative card. If an alternative card is not provided in the specified period and the order has to be unpacked, a 20% restocking fee will be charged to the credit card.

-No COD

-Cashiers Checks/Money Orders

-Orders paid by check will incur a minimum of a day 10 waiting period for funds to clear.

-Returned checks are subject to a fee of \$30. You are responsible for any and all legal fees necessary to collect balances.