

## Frequently Asked Questions

**Q: I'm a new customer, and I'd like to place order. How can I do this?**

**A: Welcome New Customer!** You can place an order with us through this website or via phone or fax. Following are the steps for our (new/former) customers to placing an order with us:

~ **By Website** - Assuming you have already created an account with WT Collection, all you will need to do is log into your account, browse through our collection of merchandise and place your order!

~ **By Phone** - You can call us at our **Toll Free #: 1-800-966-2828** or our **Local #: 1-757-855-0800**. Our representatives will be glad to help you place your order directly.

~ **By Fax** - If you prefer handwriting or printing your order and faxing it, you may fax it to **1-757-855-6227**. Please provide all necessary information when filling out our Purchase Order form, including your fax number so that we are able to confirm receipt of the order.

**Q: I just received a shipment from an order I placed last week. I've received only partial of the order, where are the rest of the items I ordered?**

**A:** On the invoice attached to your shipment, the remaining quantity of the items you have yet to receive are under "B/O" (back-order). The reason being that you have not received these items yet is due to the item being sold out at the time of shipment, and/or the items will be arriving at a later date from our manufacturers. However, as soon as we receive those items, we will ship the back-order items

**Q: What is a back-order?**

**A:** A back-order is the remaining items that have not been shipped out to you due to low inventory stock, or the items are sold out for the year. You will continue to receive shipments from a single or multiple orders placed with us if and when there are back-order items available.

**Q: How do I apply for Net Terms with Wing Tai Trading Co., Inc.?**

**A:** To receive Net Terms, you must place an minimum annual order total of \$1,500.00 (WT's order minimum is \$150.00 per ship date – the \$1,500.00 requirement is for Net 30 applications only), before shipping, and your first order must be paid via credit card – regardless of order size. Orders less than the minimum requirement will be subject to Prepaid terms until an order reaching the minimum requirement is met. If you are a New Customer, you will need to provide Credit Card for payment (or send a check) for the first order as soon as it is ready to be processed. We cannot approve of Net Terms until after the first order has been shipped. Or application process requires that you must fill out our Credit Application Form (available by contacting [accounting@wing-tai.com](mailto:accounting@wing-tai.com)) and provide the name, phone number & email address of your Accounts Payable contact. Credit approval is dependent on reference response time – response times may vary from same day to months. Your account will remain on Credit Card/Prepaid terms until credit approval has been processed. If approved, your account will automatically be set to Net 30 terms and you will receive an email that will advise you of your credit limit and you will receive terms on the first order placed after the \$1500.00 annual minimum is met. If your account is NOT approved for Net 30 terms, you will be advised of this decision via email. Please note that past due invoices on Net Terms will have a 1.5% monthly finance charge applied.