

## Terms & Conditions

**Minimum Order:** \$150.00 per ship date. Each item has a minimum quantity. If the minimum of an item on an order is not met, it will be adjusted automatically.

**No Ship Date:** All Orders placed online with no ship date specified in checkout upon confirming the order will automatically be presumed to ship 'As Soon As Possible (or As Soon As Available)' with no question, based on products ordered.

**Shipping:** We ship via FedEx Ground Prepaid. Charges are exact shipping charges plus handling.

**Payment Options:** New accounts must be prepaid by check, money order, or credit card. We accept Visa and Mastercard.

**Net 30 Terms:** Our Terms are ONLY for Customers who have been approved by the Accounting department. Please read on how to apply for Net Terms in the [FAQ page](#).

**Returned Check:** Any check returned will be subject to \$25 returned check fee.

**Damage:** Merchandise damaged by shipper must be reported to our claims department immediately. All original boxes and packaging must be saved for inspection. Please note that our items are handmade; color and size may slightly vary and reasonable variations will not be considered as defect or damage..

**Claims:** All claims must be reported within 14 business days of receipt of shipment. Any claims reported past 14 days after the receipt date may only receive replacements or merchandise credit applied to the Customer's account (if returned by Customer). When reporting a claim, please provide all applicable Invoice Nos., Item ID and Qty, and please explain in detail whether the claim is regarding damages, shortages, over-shipping, etc. If possible, please take pictures upon discovering the issues; this will help the customer representative determine a solution.

**Restocking Fee:** Items returned with no report of a claim and approval of our office are subject to a 20% restocking fee, including items not claimed within 14 business days of receipt of shipment. No cash refund for all unauthorized returns; only merchandise credit. No credit for shipping.

**Cancellation:** Should an order be canceled **after 14 days** of Order Date, a 20% cancellation fee will be imposed. This includes items on back-order available to be shipped.

**Prices:** Prices are subject to change without prior notice.

For more information not stated above, please visit the [FAQ page](#).