

# Eastern elm

## Terms & Conditions

### Orders

- Minimum order is \$200; reorder is \$150.
- New customers must provide us a valid Resale Certificate Number.
- New customers must submit a Customer Information Form.

### Prices

- All prices shown on this price list are subject to change without prior notice.

### Payment Terms

- For first orders, we accept Visa/Master Card, Money Order or Cashier's Check only.
- Payment must include shipping/handling charge.
- Net 30 days upon approval of credit application. Upon approval, terms will be established for reorders.
- There is a \$25.00 fee for any returned check.

### Shipping

- F.O.B.: Moraga, California.

### Late Payment

- After 30days, a finance charge of 1.5% per month will be charged on all past due invoices.
- The customer agrees to pay all collection costs and attorney fees.

### Returns

- Many of our products are handcrafted. Products may have some variation in color, texture, finish and size.
- Merchandises cannot be returned without prior authorization number.
- No returns or refund after 10 days from the invoice date. There will be 20% restocking fee assesses any item returned. Customer is responsible for the shipping charge.

### Claims

- All shipment must be inspected at the time of delivery before signing acceptance of goods. Any shipping damage or loss must be claimed directly with a carrier immediately. We are not responsible for any damages or delay caused by a carrier. If there are concealed damages, please contact us within ten days of receipt.