



PACIFIC ARTS AND CRAFTS
30211 106TH AVENUE EAST
GRAHAM, WA 98338
TEL: 253-847-7058 FAX: 253-847-3047

TERMS AND CONDITIONS

PAYMENT TERMS: All initial orders are shipped on a pre-paid basis only. After a period of consistent payment performance, Net 30 credit terms may be extended to the client at our sole discretion.

PAYMENT METHODS: Check, credit card (Visa, MasterCard and American Express), cashiers check and bank wire transfer to our company account. Credit card orders are billed only on the day of shipping and only for products shipped. Please include the invoice number on any and all checks when making payment. A service charge of \$25.00 will be charged for each check returned by the financial institution for any reason. We do not accept COD orders.

NEW CLIENTS: New clients are asked to furnish us with their State Resale Number before placing their first order. Payment for first purchases must be received in full before product will be shipped.

CREDIT TERMS: Approved accounts only – Net 30 days. Unpaid balances, as of the Net 30 date, will be charged interest at a rate of 1.5% per month, which is 18% per annum. No merchandise will be shipped on past due accounts.

PRICES: Prices are subject to change without prior notice. All prices are FOB our warehouse (Graham, WA).

MINIMUM ORDER: Our minimum order and reorder is \$500. Orders below the minimum are subject to a small Service Charge of \$20.

SHIPPING: We ship either via FedEx Ground or common carrier. For orders over \$850, freight charges are capped at 15%.

RESIDENTIAL DELIVERIES: Will incur additional shipping charges and may be invoiced separately.

DROP SHIPMENTS: Drop ship orders are subject to a \$15.00 per box drop ship fee; all other minimum requirements would be waived for the service.

TRUCK SHIPMENTS: Truck shipments that are NOT delivered to a loading dock may incur additional charges for lift gate equipment, inside or residential delivery on a FREIGHT COLLECT basis.

CLAIMS: Upon receipt of a shipment please verify the amount of merchandise received against the packing list or invoice. In the event of a shortage or visible (or audible) damage, you must record this on the freight bill and have it signed by the carrier's driver. Immediately file a claim with the carrier. Any and all claims must be reported to Pacific Arts and Crafts within 10 days of receipt of the merchandise. If you discover concealed loss or damage, please contact us within 10 days of date of delivery and save all cartons and packing material for the carrier's inspection.

RETURNS: Please contact us within 10 days of receipt of the merchandise to request a return. Returns will only be accepted for credit or replacement after the customer has obtained a RMA#. Returned goods must be unused and packaged in original cartons and packing material and shipped insured prepaid within 3 days of receipt of authorization. All returns are subject to a 20% restocking fee. Credit or replacement is subject to inspection by our receiving department. No special ship order may be returned.

COLORS AND SIZES: Due to the handcrafted nature of our products, all sizes and colors are approximate and may vary. We will not accept any charge backs for these variations.

SAMPLES: Customers will be billed for all requested samples.

SPECIAL SHIP: All half-container, container, custom designed and custom built (special ship) orders require a non-refundable 50% deposit regardless of whether an open account is established with us. All special ship orders must be in writing and state "order cannot be canceled" on face of purchase order. The remaining 50% must be paid before the products are delivered to the shipping agent. Special ship orders are non-returnable.

DISCOUNTS: Any discounts or special prices are valid only if paid according to our established terms. Failure to pay in full within the terms of an invoice will result in the loss of any and all discounts. A revised invoice will be issued at the full price.

CANCELLATIONS: Orders are not considered canceled unless we receive written notice three (3) business days prior to ship date. No special ship order may be cancelled.

LIABILITY: In no event will Pacific Arts and Crafts be liable for any incidental or consequential damages related to the merchandise purchased from Pacific Arts and Crafts.