

ZODAX

POLICIES TERMS & CONDITIONS

WHEN ORDERING

- Minimum order per shipping point: \$500.00 for new orders; \$400.00 for re-orders..
- All items must be ordered according to the minimum order quantities specified in the catalogue.
- Purchase order must be signed by an authorized buyer.
- All orders are subject to acceptance at Zodax headquarters. All sales are final.
- Backorders will be shipped without notification if within 90 days of original ship date.
- Backorders under \$100.00 will be canceled automatically within our system unless customer increases order.
- Changes to orders must be made in writing and within 3 days of order placement.
- Cancellations will be accepted only if the order has not shipped.
- New customers must provide a credit card on their first order.

PRICING

- All prices are subject to change without notice.
- The wholesale prices in this catalog apply to stocking retailers only.
- Items are billed at prices in effect at time of shipment.

PAYMENT TERMS

- Opening orders must be prepaid. We accept company checks, Mastercard, Visa or American Express. CODs will not be accepted.
- If prepaying by check, please allow 3 weeks for check clearance.
- Using credit card, money order or cashier's check will expedite shipment.
- Net 30 terms: Please contact Zodax Credit Department for credit application, or submit your own credit form with complete trade and bank references and a signed Zodax credit application. Upon approval, terms will be established for reorders.
- Returned checks: Zodax will apply a \$25 fee to your account for checks that are refused by your bank due to non-sufficient funds.

SHIPPING

- FOB point is Los Angeles, California.
- Special routing information must be specified or Zodax will ship at its own discretion.
For customers inside the United States, we ship via FedEx Ground, UPS and LTL common carriers.
- Due to the nature of our products, some items will be shipped in oversized cartons which may result in higher freight costs.

LATE PAYMENT

- Late charges of 1.5% per month (18% annual) will be applied to all past due accounts.
- Late payments may cause delayed shipments of future orders.
- Collection costs and attorney fees will be at customers' expense. All delinquent accounts will be submitted to Dun & Bradstreet, GAIN and other credit bureaus.

RETURNS / CLAIMS

- Claims must be made in writing within 7 days of receipt of merchandise.
All claims must be emailed to claims@zodax.com (not to your sales rep). Invoice number and date must be specified.
- Merchandise refused or returned is subject to a 20% restocking fee plus shipping charges.
- All returns require prior approval from Zodax headquarters (not from your sales rep).
- Return Authorization numbers (RA#) issued by Zodax headquarters must be listed on all documents.
- Actions such as unauthorized or unjustified returns or unapproved merchandise destruction will forfeit a claim.
- Price tagged or shopworn merchandise may not be returned.
- Due to the use of natural materials and the handcrafted nature of our products, slight variations in finishes, tones, size, and colors are common. These are not grounds for a return, exchange, or credit.