

Terms and Conditions

Craft Outlet - Order and Return Policy

It is the customer's responsibility to read the terms and conditions carefully before placing orders.

ORDERING:

Minimum Order: \$200.00 for 1st order, \$150.00 for re-order (show special excepted). Minimum pack/inner pack must be ordered. A \$5.00 order processing/handling fee is added to all orders (does not apply to backorder shipments).

Backorders: Unless cancelled by customer, backorders will be automatically shipped. Backorders under \$35.00 will be automatically cancelled unless instructed by customer.

Cancel Order: Cancellation will not be accepted after 14 days from the order date. Orders must be cancelled in writing!

F.O.B. Ontario, CA USA (Other charges will be applied for other methods of delivery).

Note: Incomplete information (i.e. missing ship to address, no telephone number, no credit card number) will not be processed.

TERMS:

Method of Payment: We accept VISA, MasterCard, American Express, and Discover, Cashier's Check or Money Order.

COD: No CODs unless established accounts and special agreement accounts.

Net 30 Days Terms: Net 30 day terms for new customers, please allow anywhere from 2 to 6 weeks to process (longer during show season due to high volume of the orders). We reserve the right to alter terms or to fix upon a limit of credit at any time during execution of processing method.

Past Due Accounts: Subject to a 1.5% monthly finance charge. Accounts past due for 3 months or more will be submitted to Collections Agency.

Returned Check: \$20.00 per check deposit. We report bad checks to Telecheck & Collection Agency.

RETURN AND CREDIT

Claims: All claims must be made within 15 days of receipt. No exceptions!

Shipping Damages: All packaging claimed for shipping damage must be inspected by UPS. If the original packaging is not inspected by UPS, the claim will be voided.

Exchange & Return: Exchange and returns are subject to our inspection and approval. All freight charges are customer's responsibility on refused returns. No return without approval will be refunded. 15% restocking fee may be applied to any approved returns.

Credit: No cash refunds. Credit goes toward next order ONLY!

Nature of Craftsmanship: Slight differences may be noted on the size, fabric, and style of hand-made, hand-sewn, hand-painted, and hand-knitted items. No credit will be issued for minor imperfections (i.e. chips in paint) or for changes in things such as color or variations in size.

SPECIALS

Case Lots: All sales are FINAL. No return, no exchange or credit allowed.

Show Specials: No returns allowed for show specials.

Pricing: All prices are subject to change without notice. We reserve the right to make our corrections if there are printing errors.

Caution: Some items are NOT FOR CHILDREN! See each label for detailed information.