

# Terms and Conditions:

## Payment Terms

All Accounts must be prepaid by Credit Card (Visa, MasterCard, Discover and American Express), Business or Personal Checks, Money Order, Wire Transfer, or Cash. All payments will be entered the day that the order is shipped and NOT when you enter your information, either at the show or during the checkout process online. **Net-30 Terms are only available for established accounts and businesses, subject to credit approval and references.** Sorry, but we do not give terms to first-time buyers and we do not accept C.O.D. (cash on delivery). **This is non-negotiable.**

\*If you are an established account with Terms and you pay via check, **please mail all payments to: 134 Iron Hill Road, New Britain, PA 18901.**

## Prices

All Prices are Wholesale Dealer's Cost and may change without notice. We will do our best to keep our costs fair and competitive.

## Shipping

All prices are FOB Lansdale, PA. **All Freight charges are the responsibility of the customer and will be added to the invoice.**

**Ground orders** are often shipped using UPS or FedEx. We do our very best to get ground orders out within 48 hours or less.

**For LTL (pallet) Shipments**, we will ship with a freight carrier of our choice that offers the best value. We have various accounts with several freight companies in order to best serve the needs and budgets of you, our customer. We do NOT make any profit on shipping. We aim for the most cost effective shipping methods possible for you. We encourage you to use your own shipping company if you have one that you enjoy.

**9/01/2021 ADDITION:** *Due to the increased cost of materials, as well as material and staff shortages, we will now be charging a \$10 fee for each pallet used for LTL shipments. LTL Freight Shipments are on a 1 to 2 week delay due to understaffing and lack of available drivers. Sorry for the inconvenience and thank you for your patience and understanding.*

All shipping charges are calculated as commercial address shipments. Please let us know when placing your order if the shipping address is residential, inside delivery, or if you will require a lift gate. **It is the customer's responsibility to pay any and all extra shipping charges accrued as a result of an additional service that was not communicated before the order is shipped.**

Normal shipping takes 2 to 3 weeks, sometimes longer during peak seasons.

*\*If you are interested in direct orders of large quantities, please contact [rachael@zaerltd.com](mailto:rachael@zaerltd.com).*

## Backorders

**We will ship backorders ASAP without contacting the buyer** (*unless instructed otherwise*). However, backordered items may be cancelled if the item(s) are over 90 days from original ship date. Backorders of less than \$35.00 will not be shipped, unless requested by customer to do so.

## Claims

All claims for shortage or manufacturer defects must be **filed within 7 days upon receipt of shipment**. It is the *customer's responsibility* to verify number of cartons delivered against number of cartons on the bill of lading; **please, check your shipment right away. Claims for damages must be filed immediately with the carrier**. If your order is shipped through a Zaer Ltd. freight account, **you must first contact Zaer Ltd. Customer Service and then we will file a claim with the corresponding freight company**. However, if you are using your own freight account, then you must file the claim with your carrier. All claims must be accompanied by freight bill or bill of lading signed by delivery person clearly stating the damages or discrepancies.

We know you are very busy, and you have to manage your stores, so we will be happy to help you with your damage claims. You can call us or send a fax and we will take care of the paperwork. **We request that photographs illustrating any and all damages accrued by either shipping or other means be email to [sales@zaerltd.com](mailto:sales@zaerltd.com)**. Please, retain all original shipping carton(s) for inspection and allow two weeks for processing.

## Returns

All returns must be pre-authorized by Zaer Ltd. International and must have an RMA (Return Materials Authorization) Number. Please call customer

service at: 215-766-2010 and fax/email your invoice with your request to: 215-766-2019. Our Customer Service Rep will most likely request a photo be sent clearly displaying the damages. If damages are thought to be caused by shipping, a claim will be submitted with the freight company. If upon delivery, your packages appear to be damaged you may refuse delivery – make sure the delivery driver documents all damages and reason for refusal – this will ensure we are compensated for the damages resulted from shipping. Or shipping damages, we are unable to refund our customer until we are refunded by the shipping company. **All returns must be in their original package! Nothing can be returned after 30 days from the shipping date.** A **20% restocking charge plus shipping fee** will be added for returns without manufacturer defects, returns without an authorization number, or returns not in their original packaging.

### Returned Check

In the event of a returned check, there will be a **\$25.00 bank charge** added to your balance.