

Karel Hendee Artworks

12469 The Hollow Rd.
Grass Valley, CA 95945
Tel. (530) 362-8624
Fax (530) 748-1852

Wholesale terms & conditions

MINIMUM WHOLESALE ORDER - \$100.
Under minimum orders will be considered retail.

ORDERING: Orders may be placed electronically by filling out the KHAorder.xls Excel file and emailing with payment info, or by faxing your order and payment info.

PAYMENT & CREDIT TERMS: Payment must be made in U.S. \$. For new clients, orders will be prepaid with credit card or shipped COD-MONEY ORDER until credit is established. Credit applications will be mailed to businesses in the US upon request for COD-check or NET 30. Personal or company checks will only be accepted after credit check is completed. Businesses in the U.S. may apply for a Net 30 account on arrangement. Usually you must have been in business for at least two years and have established credit elsewhere. Returned checks will be subject to a \$20.00 returned check fee and subsequent orders will be sent COD Money Order or credit card only.

OVERDUE ACCOUNTS: Interest of 1.5% per month will accrue on all overdue accounts. Accounts with unpaid invoices over 30 days will revert to COD Money Order until account is brought current. Accounts more than 3 months in arrears will be sent to collections.

RETURNS: We do not accept returns without prior authorization. All returns must be authorized by Karel Hendee Artworks and be in salable condition. All items are unconditionally guaranteed against defects in materials and workmanship. Authorized returns made within thirty days of receipt will receive a full refund or credit (less shipping & handling charges). Authorized returns made after thirty days will incur a 20% restocking fee. We recommend all returns be sent insured as KHA will not be responsible for any lost or damaged items.

CREDIT MEMOS: Credit memos expire 1 year from date of issuance. It is the customer's responsibility to claim any credit due. Please refer to credit memo number when placing new order.

SHIPPING & HANDLING CHARGES (U.S. ONLY): Orders in the continental U.S. Normally will be shipped USPS priority. Large orders will be shipped by the most competitive shipper. Shipping & handling charges will be based on weight and value, with a minimum charge of \$10.50. COD orders are an additional fee. Orders to Hawaii and Alaska will be sent via USPS or UPS 2nd day. Express shipping and international rates are available upon request. Shipping charges subject to change to reflect UPS/USPS rate hikes.

SHIPPING TIME: In stock orders will be shipped within 3 business days by USPS priority. If you require expedited shipping, please communicate with our customer service representative, who will find the best shipping method to ensure your shipment arrives on time. Please note that RUSH ORDERS will be subject to a \$10 Rush Order Fee. For shipping time on Custom Orders, please speak with our customer service representative.

