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## SALES POLICY

- Prices and policies are subject to change without notice. Prices are included for customer convenience.
- Minimum opening order is \$250; reorders \$100.
- Terms are COD, Visa, Master Card or Net 30 days with approved credit. All new accounts must complete a sales agreement; those desiring Net 30 terms must complete a credit application.
- We must receive payment within terms of Invoice or a late charge will apply.
- Net 30 invoices paid with Visa or Master Card after terms will incur a 2% surcharge and will not qualify for term discounts.
- Late charges of 2% per month on unpaid balances. \$25.00 fee for returned checks.
- Out of stock items are not billed on your invoice. We do not ship out of stock items without prior notification; the minimum for this type of shipment is \$50.00.

### Return Policy

- All returns must be pre-authorized. Items ordered in error are subject to a 15% restock charge, freight both ways and must be in saleable condition with NO PRICE TAGS.
- All claims must be filed within 7 days. Save all packing materials for inspection. Please inspect your order promptly. Claims may be denied for late filing or failure to save packing cartons.
- Because much of our merchandise is handcrafted, there are some variations in color, texture and finish, as well as possible slight irregularities. These are not considered flaws.
- A credit will be issued to your account for all claims that are granted. Credits are subject to volume discounts.
- No cash refunds.

### Shipping Policy

#### UPS/FedEx Ground:

- All shipments are FOB Eugene, OR.
- Some carriers offer a 200lb freight savings program for orders that qualify. Please ask your sales associate for details.
- There are certain items in our catalog that we are unable to ship in this manner; however, we do have other shipping options. Contact your sales associate with any questions.
- Your shipping and handling charges will be added to your invoice.

#### LTL/Truckload:

- All shipments are FOB Eugene, OR.
- If you do not have a freight program, we have obtained large discounts through some different carriers and pass these savings on to you. All shipments are freight collect and will normally arrive on a pallet. If you have any special needs at the time of delivery please let us know at the time of your order so we may notify the carrier.
- Please inspect your shipment for damage BEFORE signing for it.
- We will always obtain an estimate on your freight at the time of shipment, however; we cannot provide exact quotes.

#### Down to Earth Truck Service:

- We have 4 large semi-trucks servicing the I-5 and Hwy 101 corridors from Bellingham, WA to Santa Cruz, CA with occasional specialty runs. Please call for details.
- Some bulk products such as soil and compost may incur a small freight charge.
- In order to receive freight on our trucks, with only a minimal drop fee, a higher minimum order is required than on our other carriers. Please contact your sales associate for our complete Down to Earth truck run policy.

#### Air Freight/Collect Shipments:

- We do offer Fed Ex and Airborne shipments to those with immediate needs. These will be sent collect to your account.
- For those who must have UPS Collect or Third Party Billing, we can also meet these needs.