



TERMS & CONDITIONS

as of Oct14, 2015

PRICING

All prices are listed in US dollars. All prices are subject to change without notice.

MINIMUM OPENING ORDER

\$500.00 for credit card payment, \$1,000.00 for terms with references - at wholesale price.

MINIMUM RE-ORDER

Minimum re-order value is \$250.00 at wholesale price. A fee of \$25 will be charged to any re-order in amounts less than \$250.00

NEW ACCOUNTS

To open a new account submit the following information

- (1) Account Information Form
- (2) Credit Application and/or
- (3) Credit Card Authorization Form.
- (4) Valid Tax ID or resale certificate

PAYMENT

We accept Checks or Visa, Master Card and American Express credit cards. We do not accept COD payments. Net 30 terms will only be offered upon approval, to customers who have submitted satisfactory credit references. Net 30 terms will not be offered to first-time customers but, may be requested for any subsequent orders over \$1,000.00.

LATE PAYMENTS

Late payments are subject to 18% annual finance charges. Interest will begin accruing one day after the due date on the invoice. Unpaid invoices will be submitted to a collection agency after 90 days. The amount due will include all legal and agency fees.

INTERNATIONAL ORDERS

International orders must be fully pre-paid.
Canadian customers who qualify will receive terms of Net 45.
Late payment terms apply as noted above.

DELIVERY

We make every effort to stock items for immediate delivery. In the event that an item is out of stock, our treasures usually ship within 16 to 22 weeks. Despite our best efforts, orders do not always ship complete. Special requests concerning backorders should be noted in writing when the order is placed. A \$25 administration fee will apply to all drop-shipped orders (shipped to different address than the billing address). Additional fees will be incurred for inside deliveries, lift gate deliveries and residential deliveries. Special delivery fees will be added to the invoice after delivery if they were not noted at the time of the order.

DOMESTIC FREIGHT

Shipping cost will range between 10% and 20% depending on the total value of the order and distance. Please refer to our Shipping & Handling Guide for more details, including drop ship fees, curbside and white glove delivery options, etc. Note: This is an average percentage that will vary with dollar amount and cubic displacement. This is not a quote.

DAMAGES

Any merchandise with visible damage must be noted to the delivery service upon receipt. Damages including concealed damages must be reported within five (5) business days to our office. For freight collect shipments, Phillips Collection will make every effort to provide information and assist in the completion of your claim. All packing material must be held until further advice from Phillips Collection.

RETURNS/CANCELLATIONS

As soon as you place your order we begin the procurement process. Therefore, we are not able to accept cancellations without a 25% administrative fee. All returned merchandise must be authorized by a Phillips Collection customer service representative. Returned merchandise is subject to a 25% re-stocking fee. All freight charges are the responsibility of the customer. We require that all cancellations and/or changes to pending orders be given in writing.