



Customer Service Guide

Prices and terms subject to change without notification.

First-Time Customers

Welcome to Mountain Valley Paper. In order to set up your account, we need the following information: what type of store / business you have, a copy of your resale license, and your preferred payment terms for your first order.

Minimum Orders

Minimum first-time order is \$250. Re-orders must total \$100 or more. Reorders under \$100 will be charged full retail.

Selling Quantities

Our products are packaged in case packs indicated. Please order in these quantities for best pricing. If you do not order in full selling quantities, we reserve the right to bring your order into compliance by decreasing or canceling the item(s) in question.

Payment Terms

First orders for new accounts must be CREDIT CARD or PREPAID; American Express, Discover, Visa or MasterCard accepted. Accounts may apply for credit terms of Net 30. We require four trade references and one bank reference. Otherwise, you should indicate whether you prefer COD or credit card. Accounts inactive for 12 months or longer must submit new references. We charge a \$20 fee for returned payment checks.

Credit Cards

We accept Visa, MasterCard, Discover and American Express. We charge your credit card when your order ships.

Special Services

Same-day shipping is available most days for a \$10 rush charge. Please call to make arrangements.

Shipping

All orders are shipped freight prepaid and add FOB San Francisco, California unless you specify otherwise. If you do not specify routing instructions, we will ship by the cheapest / best method. **Freight charges are based on the weight of your total order, plus a handling & packaging fee ranging from approximately \$4 to \$8 per carton.** We do our best to pack full sheets with care so your shipment arrives undamaged. Please inquire for details about how we pack paper and options we offer.

Refused Shipments

Refused shipments are subject to a 20% restocking fee and all freight costs incurred.

Backorders

When merchandise on backorder is available, we will contact you to confirm that you still want the products and you will have the opportunity to add to the order without minimum restrictions. We ship backorders under the same payment terms as the original shipment (including COD). Backorders will be canceled 60 days after first shipment or when under \$50 unless you specify otherwise.

Returns

Please call us – all returns are on a case-by-case basis. You assume the freight costs for the return shipment and a 10% restocking fee will be charged to your account. We will credit your account only for merchandise that has been reported to us and then received by us in good condition.

Damage Claims

Please inspect your merchandise upon receipt and report any problems to us right away so that we may correct them. In every case, we require damages or defects to be reported within 30 days or the date you receive the merchandise. Please phone or fax us, we will issue a Return Merchandise Authorization number. If we ask that you keep the product, please dispose of it or donate it to a local charity. Always note your RMA number on your invoice to authorize the deduction of the cost of damages / defective goods.

Product Quality

We stand behind the quality of every one of our products. Please remember that many of our products are handmade by craftsman around the world. Variations in color and finish are expected. If you find any item that does not fit within these guidelines, please call us for satisfactory resolution.

Customer Service

Toll Free: (866) 292-6601 – Monday through Friday 9:00am to 5:00pm Pacific Time

How To Order

Toll Free phone and fax: (866) 262-6601
Optional Fax (415) 921-2023

Email orders to: orders@mvpaper.com
Email questions to: sales@mvpaper.com

Updated December 2018