

# 18KARAT

TERMS & CONDITIONS

A Brand of HG Global, LLC

HG GLOBAL, LLC

6750 DANIEL BURNHAM DRIVE

PORTAGE, IN USA 46368

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## ACCOUNTS -

New accounts will be considered once a completed account application form has been submitted. Accounts will be subject to:

1. A 2% administrative charge will be applied to all past due invoices monthly.
2. NSF cheque charge of \$25.00 will be applied to account

## ORDERS -

All orders must be a minimum of \$500 to ship. Orders will ship only on account or once a credit card authorization form has been completed and pre-authorized. In stock orders ship within 48 hours of receipt. Please refer to ETA dates for lead times of items not in stock. ETA dates can be found in the Resources section of the wholesale website. Under certain circumstances orders may be held and are subject to these policies:

1. Customers may hold in stock product for a maximum of 2 weeks. After 2 weeks of being on hold the order must then be shipped, cancelled or a non-refundable 30% deposit will be required to continue holding the products.
2. Orders placed by customers who are on a credit hold or with overdue accounts will be entered as a quote only. No products will be held.

## SAMPLE KITS -

Customers carrying the 18KARAT furniture collection may request one swatch sample kit at no charge for each of their locations showing the collection. Additional kits can be purchased for \$50. All other customers may purchase a kit at a cost of \$100 which will be reimbursed on their first furniture order. Customers are responsible for shipping charges.

## FREIGHT RATES -

HG Global ships all orders from our main warehouse in Portage, Indiana and offers three shipping options dependent on location and order value. Shipments to Canada may require additional taxes and duties.

1. Orders over \$1,000 qualify for a Flat Freight Program (FFP). Flat Freight is capped at 16% throughout Canada and the continental US. Each portion of a split order must meet the minimum \$1,000 to qualify.
2. Freight on orders \$500-\$1,000 is estimated at the time of ordering and will be charged based on the actual costs to HG Global.
3. Free pick up is available from our warehouse in Portage, Indiana.

**Additional shipping needs must be disclosed at time of ordering and will be charged in addition to Flat Freight rates.** Costs incurred from failure to notify will be charged to customer. Additional shipping needs could include:

1. Residential address \$100
2. Liftgate required (for pallets deliveries without a dock) \$65
3. Special receiving hours/ Appointment needed \$35 / Call ahead \$0
4. Inside delivery/ Storage \$TBD
5. White glove delivery \*Please note that pallets will not be taken away by carrier unless white glove delivery is requested \$TBD

## RECEIVING -

Damage must be reported within 48 hours of delivery or claims will not be accepted. These steps must be followed to qualify:

1. Upon delivery any noticeable damage or loose packaging must be noted by the driver on the bill of lading. Descriptions of damage must be very specific. Damaged boxes should be opened while the driver is present.
2. Contact HG Global immediately with details and digital photos. We will contact the carrier and request an inspection immediately. Please do not discard any packing materials.
3. The carrier's inspection officer will review the damage and give you a report. This must be faxed or emailed to HG Global to file the claim.
4. Damage that was not apparent upon delivery can be claimed within 48 hours. Damaged products must be left as found in original packaging. Contact HG Global immediately with details and digital photos and call the shipping carrier immediately to request an inspection.

## RETURNS -

Returns will be accepted within 10 days of delivery. Returned merchandise must be in its original packaging and in saleable condition. Returns must have a RMA (Returned Merchandise Authorization) number. Non-defective product returns will be charged a 20% restocking fee. Freight costs will be borne by the purchaser. Sorry we do not accept returns on sale/discounted merchandise.

## IMAP -

Unless otherwise notified IMAP prices are equal to 18KARAT retail list prices. Customers may not advertise or otherwise promote 18KARAT products over the Internet at a net price (final price paid net of any discounts, coupons, promotions) that is less than the Internet Minimum Advertised Price (IMAP) or sell 18KARAT product to any other person who advertises or otherwise promotes 18KARAT products over the Internet at a net price less than the IMAP. If a customer violates this IMAP policy, 18KARAT will request the customer to cease advertising or promoting products on the Internet in violation of IMAP policy. Failure to comply with our requests will result in 18KARAT ceasing to accept from and/or ship orders for said customer.

\*\* Terms & Conditions are subject to change. HG Global will make every effort to give advance notice.

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