

# 2019 Dealer Policies



**\*\*No Minimum Order Required\*\***

## Customer Service:

Our regular office hours are Mon - Fri 9:00 am to 4:30 pm, with the exception of several holidays. It is an honor to help you with any questions or concerns you may have, so please let us know how we can better serve you. [info@creativeshapesetc.com](mailto:info@creativeshapesetc.com)

## Dealer Discount - No Minimum Order!

Dealers receive 50% discount off list price regardless of quantity purchased. No minimum order is required. Simply order what you need, when you need it! Remember to ask about our monthly promotions. Creative Shapes Etc. agrees to Minimum Advertised Price (MAP) with all wholesalers of our products.

## New Accounts:

Bank information, resale number and a completed Credit Reference Form must be provided to establish dealer accounts. Credit approval may take up to 4 weeks, depending on availability of credit history. While your application is being processed, we kindly ask that you prepay with your credit card (we accept MasterCard, Visa & Discover) or by check. We will contact you once your credit application is complete.

## Terms:

Terms are net 30 days. Any invoice not paid in 45 days will result in future orders being held until the past due invoice is paid. Special Promotions are null and void if payment is not received by invoice due date. All past due invoices are subject to 1.5% interest per month. In the event that a collection effort is necessary, the customer agrees that such recovery shall include late charges, reasonable attorney's fees, costs and expenses, including collection agency fees. Dating programs and other special privileges are extended only to customers who consistently meet our 30 day net terms. Returned checks are subject to a \$30 fee. All orders are to be paid in U.S. dollars.

## Copyrights:

All Creative Shapes Etc. designs are copyrighted. Please contact us if you need images for your catalog or website.

## Backorders:

Out-of-stock items will be backordered unless otherwise specified by the customer. Backorders under \$25 net will automatically be cancelled by Creative Shapes Etc. unless stated on original Purchase Order that the item is needed for a special order.

## Returns:

All returns must be preauthorized. Any unauthorized returns will be refused. All authorized returns are subject to a 20% restocking charge. Credit will not be given for shopworn, redesigned, discontinued, and/or price-tagged items.

## Freight:

Orders are shipped UPS or USPS F.O.B Rochester, NY. If you have a preferred carrier, please let us know. Free Freight is available on all orders over \$350 net when prepaid with a credit card, shipping in the Central & Eastern Time Zones, and on all orders over \$375 net when prepaid with a credit card, shipping in the Pacific & Mountain Time Zones. Drop shipping is available at \$2.95 per shipment.

## Claims/Damaged Goods:

If anything is missing or damaged on receipt of shipment, call Creative Shapes Etc. Customer Service at 585.335.6619 immediately. Please refer to your order number and date of shipment. No claims for concealed shortages and/or damages will be allowed unless reported directly to Creative Shapes Etc. within 7 days of delivery. In the event that goods are damaged by a truck company, USPS, or UPS, please notify your carrier's local office.

## Rush Policy:

Average turnover time is 3-5 business days. You must call before 12 p.m. EST for an order to ship that day. All orders will ship regular UPS or USPS unless otherwise specified by the customer. Next Day, 2nd Day and 3rd Day delivery is available at an additional charge.

## Sales Representatives

- Kulics Sales & Marketing:* ND, SD, NE, KS, OK, AR, MO, IA, MN, WI, IL, KY, OH, IN, MI, Ontario, Canada  
Dave, Kay & Seth Kulics - 800.576.9901 - [diamonddave711@hotmail.com](mailto:diamonddave711@hotmail.com) - [sieve2102@gmail.com](mailto:sieve2102@gmail.com)
- Kay Cameron's Educational Sales:* TX, MD, DE, WV, VA, TN, NC, SC, GA, LA, FL, NS & AL  
Kay Cameron - 740.852.6502 - [kaycameronedrep@gmail.com](mailto:kaycameronedrep@gmail.com)

[www.creativeshapesetc.com](http://www.creativeshapesetc.com)

