

## Terms, Conditions & Claim information

**MINIMUM ORDERS & PRICING:** Opening orders are \$300.00; reorders are \$100.00. Reorders under the minimum are subject to a \$7.50 service charge in addition to the usual handling fee. Merchandise will be invoiced at the prices in effect on the day of shipment and are subject to change without notice.

**NEW ACCOUNTS:** New accounts must have a retail storefront and must be approved by the area rep. and Glass Eye Studio Corp. Approval is based on account's ability to promote our line and the number of existing accounts in the area.

**TERMS OF SALE:** To avoid shipping delays please note your requested payment terms on each order and include all necessary information. We offer: 1) Prepaid. Call us for estimated freight charges. 2) C.O.D. 3) Credit Card. We accept Visa, Mastercard, Discover and American Express. For your security, all credit card companies require verification of card number, expiration date, validation code and billing address. Please include this information with each order. Your card will be charged on the day of shipment, but is required at the time your order is placed. 4) Net 30. To establish Net 30 terms, send a signed credit application including a minimum of 4 trade references with your order. Allow two weeks for approval. Payment due date will calculate from ship date. There is a \$20.00 charge for returned checks and a 1.5% monthly finance charge will be assessed on past due accounts. Glass Eye Studio Corp. will only sell to accounts at their approved location. Accounts are not allowed to move merchandise to other locations without approval. We reserve the right to terminate, without prior notice, accounts that violate any of terms and conditions. We may hold orders for accounts with past due balances.

**SHIPPING:** Our average shipping time is 10 working days from receipt of order. Orders are shipped FOB factory, Seattle WA through FEDEX or UPS unless otherwise requested. Shipping through USPS is available with a return receipt/tracking service only. Please note that parcel post tends to take longer to be delivered than other delivery methods and does not change the payment due date, it will still calculate from ship date for any order shipped with credit terms. Freight, a nominal handling fee of \$8.00 plus any UPS/Fedex surcharges in effect are added to each invoice.

**RETURN/CLAIM POLICY:** Our sales representatives are engaged only to facilitate ordering. They are not authorized to handle claims, complaints, or any other business matter for the Glass Eye Studio. Please notify our Customer Service Department at 1-800-237-6961 within 48 hours regarding missing, wrong, damaged or defective items. Please have your customer number and invoice or sales order # available when you call. Unauthorized returns will be refused. We charge a 15% restocking fee (plus postage) on all refused shipments, declined credit card orders and other returned merchandise. Credit for claims shall not be deducted from any amounts due until authorized by Glass Eye Studio Corp.

**HANDMADE IN THE U.S.A.:** Each glass item shown in our catalog is handmade by artists working for The Glass Eye Studio in Seattle, WA. We use recycled clear glass in our vases and bowls when possible. We melt both clear and colored glass, we purchase this glass from local companies as well as companies around the world including Italy, Germany, China, England and other countries. We also use objects that are designed in our studio but crafted elsewhere. When these items are incorporated into our glass we have noted it in our catalog. Because each piece is handmade the color or size may vary and bubbles may appear in the glass. This is not a flaw, but your assurance that each piece is unique and handmade. Accessory items such as stoppers, tops, stands and displays may be imported.

**IMAGE REQUESTS:** Low resolution images are available for use on your website. If you would like to use our images, please visit [www.glasseye.com/ir/ges\\_res.html](http://www.glasseye.com/ir/ges_res.html). New images will be added around the time you receive new catalogs or inserts. Pre-designed shelf talkers and promotional materials for use in your store are also available online at: [www.glasseye.com/displays/promo\\_ges.html](http://www.glasseye.com/displays/promo_ges.html).

If your account is current and in good standing we may allow you to use our high-resolution images to promote our items in your store. Please e-mail your image request to [angie@glasseye.com](mailto:angie@glasseye.com). Please list the specific item images you are looking for, and provide the address where we can send a CD if you are requesting more than one image. Please indicate if you prefer PSD, PDF, TIF or EPS.

**DISCOUNT SCHEDULE:** Volume discount is based on total cost of merchandise shipped to one location at one time. Only one discount per order. Does not apply to display cases. Call for information regarding our display case offsets.

<b>Orders less than \$500.....</b>	<b>no discount</b>
<b>Orders from \$501 to \$1500.....</b>	<b>5%</b>
<b>Orders over \$1501.....</b>	<b>10%</b>