



HEAD OFFICE

95 Clegg Rd.
Markham, ON L6G 1B9
Tel: 905-474-1555
Fax 905-474-0960

CUSTOMER SERVICE – ORDER DESK

1-800-263-3551

TERMS OF TRADING – RETAIL ACCOUNTS

PRICING

All prices are quoted in wholesale U.S. dollars. Prices are subject to change without notice.

TERMS AND CONDITIONS

Orders taken are subject to approval and acceptance by Head Office and the availability of merchandise. Opening orders must be a minimum of \$250.00 per brand with a minimum re-order amount of \$100.00. **Pine Ridge Art** does not accept responsibility for merchandise discontinued or out of production by factory and merchandise may be discontinued without notice. **All orders are prepayment until credit is approved. If credit is approved then payment will be due Net 30 days from invoice date.** Cash discounts will not be accepted. 18% per annum interest will be charged on overdue accounts. A charge of \$20 will be levied on any cheque returned by your bank. Further orders will not be processed if invoices are overdue. **Pine Ridge Art** reserves the right to permanently discontinue supply of goods to accounts overdue.

RETURNS POLICY

No returns will be accepted without written authorization and a Return Authorization Number (RA#). Customer service representative must authorize returns. All returns will be credited at original purchase price, a 15% re-handling charge will be applied. A 15% handling fee plus freight will be charged for any unauthorized return for reasons other than defective merchandise. Defective merchandise can be returned via any prepaid method or with a Purolator prepaid return bill obtained from Pine Ridge Art rep or head office. All merchandise claims must be reported within 15 days of receipt. Merchandise not in perfect re-saleable condition will not be accepted. No discontinued or clearance merchandise may be returned.

BREAKAGE IN TRANSIT

Any claims for damages or shipment discrepancies must be made within 15 days of receipt of shipment. Contact our customer service department to report any damages or discrepancies and to be issued a RA# relating to your claim. A replacement part, a credit invoice or a pick up tag may be issued in resolving your claim. Customers are asked to retain damaged merchandise until advised by Head Office or by your sales agent as to what steps should be taken for credit, return or disposal.

FREIGHT TERMS

All prices are quoted F.O.B. Buffalo, New York warehouse.

BACKORDERS

Unavailable merchandise will be automatically backordered unless otherwise requested.

NEW ACCOUNTS

A qualifying, credit approved, opening order may be shipped with Net 30 day terms. An opening order, which does not qualify for credit terms, may be shipped upon receipt of prepayment by Visa, Master Card or certified cheque.

PRIVACY POLICY

If you choose to give us your personal information including but not limited to your credit card number, it is important for you to know that the information given is safeguarded and accessed by a limited number of people who will use it for the purpose you intended and acknowledged. We do not give out personal information unless you have given us written authorization. Our staff has been trained to treat your information with privacy and respect.

Pine Ridge Art Account Opening Order: \$250.00 NET

Pine Ridge Art Minimum Re-order: \$100.00 NET