

Policy Information

GENERAL:

- All capacities, measurements, and weights are approximations. They are intended to be used for reference purposes only. All colors have a tendency to vary slightly during the manufacturing process and cannot be guaranteed 100% color match all of the time.
- All product names and items numbers are trademarks of International Tableware, Inc.
- Accepted orders will be shipped in case lots ONLY.
- ITI is not responsible for printing errors.

PRICING:

- All prices listed are per dozen (unless otherwise stated) F.O.B. Toledo, OH and do not include freight or handling charges.
- Prices are subject to change without prior notice.

MINIMUM ORDER:

- A \$15 minimum order fee will be added to all orders less than \$100 NET.

TERMS:

- Upon credit approval, NET 30 terms will be issued. Payment can also be made by VISA, MasterCard and American Express (processing fee may be applied). A 1.5% per month 18% annually finance charge will be applied on all past due amounts. All orders prior to credit approval must be prepaid.

NEW CUSTOMERS:

- We require the following to establish new accounts:
 - 1) Credit application completed in full and signed
 - 2) Tax Exempt form completed and signed

SHIPMENTS:

- Shipments are made F.O.B. warehouse; Toledo, Ohio. Title transfers at this point.
- ITI is NOT responsible for any additional freight charges for the following, but not limited to, sorting, segregating, lift gate, inside delivery, appointment schedule, or other charges for special equipment and

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arrangement of any shipment. We are not responsible for any costs related to refused or redelivery of refused shipments. Responsibility for delivery and safe cartage rests exclusively with the carrier. Claims for adjustments, breakage and delays in transit must be filed with the carrier.

- Prepaid shipments will be made with a contracted carrier of ITI products.
- If customer specifies a carrier they must make arrangements with that carrier and is the responsibility of the customer. The customer's carrier must make arrangements with ITI at least 24 hours prior to pick-up.
- Shipping charges will be prepaid and added to invoice, unless prior arrangements are made.
- Shipments sent by common carrier will be shrink wrapped and palletized. There will be a \$6.00 handling charge added for each pallet.
- There will be a \$2.50 charge added for each case with small package shipments such as UPS, etc. This is to cover the master carton and over packing material that is used to protect product and internal insurance for safe delivery.

BACKORDERS:

- When backordered products become available, the customer will be notified and will have the option to either send product within 24 hours, freight paid by customer, or cancel backorder if not needed. Cancelled backorders may be reordered and added to future prepaid freight orders. All back orders will be shipped based on current prices at the time of shipment.

DELIVERY CLAIMS:

- THOROUGHLY INSPECT ENTIRE SHIPMENT AS SOON AS RECEIVED BEFORE THE DRIVER LEAVES. Note any damage or shortage on the Proof of Delivery form. If any concealed loss or damages are discovered, notify the freight agent immediately and have them note it on the Proof of Delivery. All claims for damage or loss while in transit must be made directly to the carrier. No replacement or credit will be issued for will call, 3rd party or freight collect shipments. Credit will not be issued for missing product not noted on the POD. Claims must be made within 15 days of receipt.

CREDITS AND RETURNS:

- A Return Merchandise Authorization (RMA) is required prior to any return. ITI cannot be held responsible for charges above the cost of goods and freight. Customer mistakes and unwanted ware



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may be returned within 15 days at customer's expense. Any return received at ITI without prior authorization will not be accepted for credit under any circumstance. Only unopened, unmarked cartons in resalable condition will be accepted for credit. Only merchandise credits will be issued, no cash refunds.

- There will be a 15% restocking charge applied to all returns.

CUSTOM DECORATION:

- All custom decorated items are FOB Toledo, OH. A 50% deposit will be required at time of order placement for all custom orders and no cancellations or returns allowed.

COLLECTIONS:

- The buyer agrees to pay all attorney's fees and other costs of collections. Buyer also agrees to pay all costs associated with returned checks. Liability is not limited to bank charges.