

Boardman Silversmiths, Inc.

22 N. Plains Industrial Rd, Suite 6C • Wallingford, CT 06492
Phone (203) 265-9978 • Toll Free 800-286-3306 • Fax 866-607-7783
Email boardmansilver@cs.com • Website www.boardmansilversmiths.com

TERMS & CONDITIONS

EFFECTIVE: January 2016

NEW CUSTOMERS:

New Customers Must complete a credit application along with a copy of their sales tax certificate.

MINIMUM OPENING ORDER:

Opening orders must meet a minimum of \$250.00/Wholesale per store or shipping location. All first time orders are PAID IN FULL before shipment. MasterCard and Visa are accepted with complete cardholder information.

REORDERS:

Reorders must meet a minimum of \$75.00/net per store or shipping location. A \$12.00 processing/service fee will be added to orders that do not meet this minimum-unless customer is participating in Boardman Silversmiths' engraving program, and/or special arrangements which have been previously made.

TERMS:

Terms are listed on the invoice. Past Due amounts are subject to an interest charge of 2% per month on the overdue balance. This is an annual rate of twenty-four Percent (24%). For your convenience, we accept MasterCard and Visa. Custom Designed items, Sterling and large special orders will require a 50% deposit or more, based upon project involved, with balance due upon completion of order prior to shipment.

SHIPMENTS OF TROPHIES (Pewter & Sterling)

During the months from MAY - SEPTEMBER, all trophies will be shipped via UPS RED LABEL or UPS BLUE LABEL, depending what day the merchandise is shipped. Due to the weight of the trophies, we have found that delaying shipment of more than 2-days leaves the possibility of damages during the warm summer months throughout the country.

All trophies will be shipped without their bases (pewter, sterling or wood) attached. Directions will be enclosed on how to assemble the trophy to the base. Call if you experience any problems 1-800-286-3306.

Our preferred carrier service is UPS, should you like to select your own carrier service, you must make the necessary arrangements and provide the appropriate account number for direct billing to you. Final shipping decisions remains at the sole discretion of BOARDMAN SILVERSMITHS, INC.

METHOD OF PAYMENT

We accept Wire Transfers, Money Orders, Certified Checks, Business Checks, Personal Checks, MasterCard & Visa.

SAMPLES:

Samples must be prepaid prior to shipping. If samples are to be returned the customer must call to get an RA # within 25-days of shipping and returns must be received in house no later than 25-days from invoice date. Upon inspection of returned samples a credit will be issued, minus any/all refinishing fees/restocking fees/damaged charge and applied to account. Customer to pay freight to and from Wallingford, CT 06492.

CANCELLATIONS

All cost incurred prior to order cancellation will be charged.

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STERLING

All Sterling order sales are Final and are non-returnable

REFUNDS

No refunds on MasterCard/Visa/American Express. In House Credit only to be used on future orders within One Calendar year from date credit was issued.

RETURN POLICY

All requests for merchandise returns must be submitted within 2-days from date of invoice. Contact the office (telephone, fax or letter) and we will issue an RA Number. No Returns accepted without a Return Authorization Number. If no RA # is on the outside of the package, the package will be returned at shipper's expense.

Merchandise authorized for return must be carefully packed to avoid in-transit damage and is shipped freight prepaid via UPS or Federal Express. No credit will be issued unless the merchandise is received in it's original packaging and in good condition (e.g., no scratches or dents) Items returned with a store's own price labels affixed to either the item or box or store engraving WILL NOT BE ACCEPTED.

Except in cases of manufacture defect, Merchandise returned for credit is subject to a 35% restocking charge and must be accompanied by original invoice.

No Returns accepted more than 10-days after original shipment.

DAMAGES • SHORTAGES • INCORRECT GOODS

- Boardman Silversmiths must be notified within **24 hours** following the delivery of any claim involving shortage, damage or any other irregularity. If delivery occurs on the weekend, notification must be made the following *Monday*.
Email: boardmansilver@cs.com or Call 1-800-286-3306.
- Damages:
 - Boardman Silversmiths is not responsible for any/all damages incurred during shipping. Boardman Silversmiths will not assume any liabilities for damages during transit.
 - It is the responsibility of the recipient to open immediately, upon receipt, and inspect any/all product(s) for any damage (concealed or otherwise). ***It is your responsibility to notify the carrier of damages and make an appointment with the carrier for inspection of damaged merchandise.***
 - Retain All boxes and packing material for claim as this will be required to affect your claim against the carrier.
 - Take a few pictures of the damage as well as the box & packing material and include them in your e-mail to us. Send photos to Email: boardmansilver@cs.com
- Shortage:
 - It is your responsibility to sign for the correct number of packages as shown on the delivery or carrier consignment note. If you suspect that there are items missing from delivery, first check that the order has not been partly shipped.
- Incorrect Goods:
 - Notify us of any incorrect goods supplied within 24 hours of delivery. If the items are not what you ordered, it is your responsibility to notify us.