



## Terms

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Net 30 days from date of invoice for customers with approved credit. Interest will be charged at 1½% per month (18% per annum) on all past due accounts. Customers whose accounts are over 30 days past due will be shipped C.O.D. or Credit Card and do not qualify for free freight program.

## Returned Checks

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Any customer who issues a NSF check will be placed on a credit card or certified check basis pending review by credit department and will be required to pay a \$20.00 NSF check charge.

## Credit Card

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VISA, MasterCard, Discover, and American Express cards are accepted. Card is authorized at time of order and billed after shipment is made. Payment of invoices on account can be done for a 2% service charge.

## New Accounts

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It is our policy to sell only to retailers in the trophy and awards business. A copy of the customer's Business License and Certificate of Resale must be furnished before an account will be opened. Initial orders will be shipped certified check or credit card. A signed credit application is required before credit terms or payment by customer's check can be approved.

Opening order subject to minimum requirements.

## Pricing & Programs

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Subject to change, due to changes from our suppliers.

## Add-on Orders

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All orders are processed as rapidly as possible upon receipt; therefore, add-on items will require the creation of a new order and will be priced according to quantities ordered.

## Shipping

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All orders are shipped FOB our warehouse by UPS, FedEx or truck at our discretion unless otherwise specified. Truck shipments are sent freight collect, unless other arrangements have been made. There will be a handling charge on all prepaid shipments.

## Claims

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All claims for damages or discrepancies must be reported within 10 business days of receipt of shipment. Deductions from remittances will not be allowed unless authorized by Continental Awards & Trophies, Inc. in writing. Continental Awards & Trophies, Inc. liability ceases upon carrier's receipt of shipment in good order. Customer should count and inspect each package before signing. If you received damaged product from UPS or Federal Express make the driver note the damage. If shipment received by truck, make any notations for damage or discrepancies on the freight bill. All claims for lost or damaged products must be filed with the transportation company. We will assist in any way possible in making your claim.

## Marble

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It is not recommended that any marble be shipped by UPS. If you desire for your marble to be shipped by UPS we will do so, but you must bear full responsibility for any damage that might occur.

## Returns

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No returns will be accepted without a return authorization number. The return authorization number is valid for 10 days. Returns will be subject to a 20% restocking fee. Products must be received in salable condition and in original packaging to receive credit. Custom products are non-returnable. All requests for return products must be made within 30 days of shipment.