

Windborne Studios

TERMS AND CONDITIONS

New Accounts

All orders not prepaid will require credit card authorization. There will be no exceptions. Net 30 terms will be extended after initial order with approval of five trade and one bank reference.

Freight

Shipping method is at the discretion of Windborne Studios, unless otherwise requested. A packing list will be sent without pricing information.

Dealer Representation

Windborne Studios products are only sold at selected authorized dealer showrooms. Dealers are expected to represent Windborne Studios product line fairly and accurately to the consumer. Windborne Studios requires all active dealer accounts to have a physical display presence (showroom) approved by Windborne Studios for customer selections. Although we cannot legally limit final sales price to your customer, Windborne Studios policy does not permit advertised discounting below 10% of published list price, this includes print and internet mediums. I do not publish retail pricing. NO INTERNET SALES ARE PERMITTED.

Payment Terms

All sales are net 30 on established credit. Invoices not paid in full within 30 days of invoice date shall incur a service charge of 3% per month for each month until paid in full (or the maximum rate permitted by law). No orders will be shipped to accounts that have past due balances or outstanding balances until paid in full. We reserve the right to dissolve any line of credit upon our discretion if payment is unsatisfactory to our business practices.

Return Policy

Our policy is that you have 20 days to return any item or items in their original package from the time you receive your order. No product is to be returned to us by you without our prior approval. We will provide a return authorization that must accompany your return of the product to us. Return freight is your responsibility unless the product was shipped in error. Credit or replacement will be available if we determine that the product is defective or has been shipped in error, minus shipping and restocking charges. Authorized returns for product that is neither defective nor shipped in error are subject to a 25% restocking fee with return freight being your responsibility. Authorized returns received in good re-sellable condition will be accepted for credit. Any and all special orders are NOT returnable for any reason.

If you have received a product that is defective, or it is damaged during shipment, contact us immediately and we will be happy to ship another item at our expense upon return of the defective or damaged item(s).

Order Minimums

There is a minimum order of \$50.00, otherwise a \$5.00 minimum order charge will be added to each purchase order.

Advertising

All Windborne Studios photography is available for dealer web site or advertising use on disc.

Shortages

Any shortages or errors in shipment must be reported within two (2) days of delivery. We are not responsible for missing hardware not reported within the two days of delivery.

Lead Time

Lead time is 15 working days. The exception to this is, requirement of specialty glass for a custom order, otherwise not in stock.

All knobs and pulls are supplied with 1" screws unless otherwise requested

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