



## TERMS & CONDITIONS

### **Prices**

Prices are subject to change without prior notice.

The wholesale prices listed in our catalog apply to retailers only. Trade customers without a physical storefront or a catalog operation are subject to a 50% surcharge.

### **Order**

Minimum initial order is \$500 plus shipping. Standard minimum order is \$300 plus shipping. (Must also observe minimum quantity policy)

Backorders will be shipped without notice if within sixty days of the order date.

### **Payment Terms**

Initial Orders - All new customers must prepay in full by credit card or company check.

Net 30 Terms - Please submit complete trade and bank reference once a customer has reached \$1000 in annual purchases. Upon approval, terms will be established for reorders.

Using a credit card will expedite your shipment. If prepaying by check, allow a week for check clearance.

A \$20 fee will be charged for all returned checks.

A \$15 fee will be charged for payment by wire transfer.

### **Sales Tax**

We are required by the State of California to charge sales tax on all orders unless we receive a completed and signed Resale Certificate.

### **Shipping**

All orders are shipped prepaid FOB Emeryville, CA. Wholesale prices listed do not include shipping and handling charges; customer will be invoiced.

Special handling requests are subject to extra charges.

19<sup>th</sup> Day Design does not drop ship or ship C.O.D.

### **Late Payment**

Late fee of 1.5% per month will be charged to all past due accounts.

Customer agrees to pay all collection costs and attorney fees. Delinquent accounts will be reported to Dun & Bradstreet, Manufacturers

Credit Cooperative and other credit bureaus.

### **Returns**

No returns may be accepted without 19<sup>th</sup> Day Design return authorization (RA) number. Returns must be received in their original condition at our El Cerrito, CA location and are subject to a 20% restocking fee and all freight charges.

Unauthorized returns will be charged a 30% restocking fee and all freight charges.

All cancellations must have prior authorization and be documented with a confirmation number issued by 19<sup>th</sup> Day Design.

### **Claims**

All 19<sup>th</sup> Day Design products that are specified as handmade are unique and may have some slight variation in color, texture, dimension and finish, which are not considered flaws but are considered normal and part of the distinctive nature of each item.

Please examine your order upon arrival for any discrepancies. Any shipping damage or loss must be claimed by consignee with carrier. All other claims must be submitted to Customer Service within five (5) business days of receipt of goods.

**Mail:** 3344 Yosemite Ave  
El Cerrito, CA 94530-3919  
**Website:** [www.19thday.com](http://www.19thday.com)

**Customer Service:** 510. 323. 2655  
**Fax:** 510. 559. 9112  
**Email:** [orders@19thday.com](mailto:orders@19thday.com)