

Steel Heart, Ltd. 2009

Credit Terms: Cash, company check, most major credit cards. Any check that does not clear our bank will be assessed a \$30.00 service charge plus any applicable bank and collection fees. Extended terms are not available.

Set up New Wholesale Account: Minimum opening order: \$300.00* Minimum reorder: \$100.00*

- Your state resale number is necessary with your first order. A current copy of your state sales tax certificate is required. Please keep in mind that your business must be in the trade of which our products are intended for.

Order Information:

When ordering, please provide item number, quantity, and color choice (if applicable). Please contact us for color availability. Also, contact us for quantity discounts on select cast iron pieces.

No backorders. If we are out of stock, please call to reorder.

Unless requested otherwise, we reserve the right to substitute a color or style if an item is out of stock. We reserve the right to limit quantities.

Orders for Customer Pick-up: It is the customer's responsibility to pick up their order on specified pick-up date. If not picked up on specified date, customer will be charged a 15% restocking fee. To avoid this fee, please notify our office 7 days prior to pick-up date should changes need to be made. We will require payment for any orders that are held longer than 10 days after scheduled pick-up date. If you would like an order confirmation prior to pick-up, please let our office know and provide us with your fax number.

When picking up an order from Steel Heart, Ltd., **please check order before leaving**. Steel Heart, Ltd. assumes no responsibility for any damage and/or injury once product leaves our facility. Due to insurance reasons, the customer is responsible for loading their own vehicle. Customer must provide appropriate packing materials and rope to secure product for transit.

Orders for Shipping: All orders shipped FOB Harvard, IL. Shipping charges are to your dock or curbside and will be included on your invoice. These charges are based on dimension, density, and distance. A pallet charge will be applied to all orders shipped by common carrier. *Special requests for liftgate and inside deliveries will incur an additional surcharge.*

*When shipping, we recommend a minimum order of \$1,500.00 to obtain the maximum economy for your freight dollar. We will require a credit card number prior to ship date.

Cancellations: Order cancellations will be accepted within 7 days prior to scheduled pick-up or shipment. Any cancellations after that time will be charged a 15% restocking fee.

Standard delivery time: 2-4 weeks.

Order Discrepancies: Any discrepancies with shipments must be reported to Steel Heart, Ltd. within three (3) days of receipt. Steel Heart, Ltd. will not be responsible for any discrepancies if not reported within that time period. If an error occurs in an item shipped in relation to the item ordered, please contact the office immediately. Authorization will be issued for the return of the incorrect item and the correct item will be shipped at no charge after receipt of the returned item. If the item needs to be shipped immediately, it will be billed for and a credit will be issued after receipt of the returned item. Any returned/damaged item found to be shop worn, repainted, left in the outdoor elements, or with customer tagging will not be credited. There is no credit for freight charges. Defective/damaged merchandise will be replaced with an identical item. Liability in **all** instances is limited to the purchase price.

Damage in shipped orders: Order is inspected and shipped FOB our facility. We work hard to provide a quality product, well packaged, for transit via a freight carrier. The carrier has the responsibility to deliver the product to you in good condition. PLEASE INSPECT ALL SHIPMENTS FOR DAMAGE UPON ARRIVAL. It is the **customer's responsibility** to contact the freight carrier and file a claim directly with them and then contact Steel Heart, Ltd. to report any damage of product within 3 days of receipt. **Save all damaged products and all original packaging.** Failure to comply with the above terms may result in a lost credit.

Most of our items are uniquely handcrafted; therefore, multiples of any specific design may not be identical in appearance or color. Because of the nature of our products, minor deviations should not be considered as defects or damages.

This list cancels all previous lists and is subject to change without notice. Items featured for decorative purposes (garland, plants, etc.) are not included with product.