

## TERMS AND CONDITIONS

### **SHIPMENTS**

All orders are shipped F.O.B. our warehouse via the least expensive method. All shipping charges are prepaid and added to the invoice. We only ship 3<sup>rd</sup> party and freight collect to accounts that have established terms net 30 and are in good standing with us. Due to ever increasing transportation costs, please allow 18% for shipping costs on all prepaid orders (actual freight costs may exceed the allowance due to shipping location and dimensional weight). *Displays and large dimensional items require oversize shipping boxes. Customers will experience higher than usual shipping costs on these items due to the dimensional shipping charges implemented by the shipping companies.* We will bill actual freight on the invoice. Any overpayments will be refunded, if requested, or held for future ordering. It is our goal to ship within 5 business days on all gift and souvenir orders and 10 working days on custom orders. Please allow up to 3 weeks on orders for new accounts that require credit approval and orders that require artwork approval. We do experience seasonal fluctuations. Please allow extra time for orders placed around Memorial Day, Labor Day, and Independence Day.

### **OPENING AN ACCOUNT**

In order to open an account with terms Net 30, send us five names and addresses of merchandise suppliers and we will contact them for credit experience. You may email your request to us at [customerservice@lipco.biz](mailto:customerservice@lipco.biz) or use the Credit Reference page included in this catalog and fax it with your order to 417-334-3010. New accounts should provide the business name, owner name, business phone number, and fax number. All Missouri accounts must provide a sales tax number. Orders will be processed upon credit approval. In order to expedite your first order while references are being checked, you have the option to pay C.O.D., prepay, or credit card until credit is approved.

### **PRICES AND TERMS**

Consistent with our usual practice of giving you our lowest prices at all times, we have deducted all cash and trade discounts, therefore, all prices quoted in this catalog are net F.O.B. our warehouse. We reserve the right to increase or decrease prices, consistent with substantial market changes. The payment terms we offer are Prepaid, C.O.D., Net 30, and Credit Card. To customers establishing credit with us by furnishing satisfactory references, we will ship orders on open terms, 30 days net. Our finance charge is 1.5% for past due balances and is expected to be paid along with the balance in full. First time C.O.D. orders require a 50% deposit. All routine C.O.D. orders in excess of \$500 require a 25% deposit. C.O.D. and Credit Card orders for special order or custom printed merchandise require a non-refundable deposit of 50%. IMPORTANT NOTICE: Due to rapidly changing costs, prices may vary during the life of this catalog. For the most current prices please visit our website at [www.lipco.biz](http://www.lipco.biz) or call your Lipco sales representative. We will ship your order at the most current price unless price confirmations are specifically requested on your order. We regret the current conditions necessitate this statement policy and we are sorry for any possible inconveniences.

### **CREDIT CARD PAYMENT**

In order to pay an invoice with a credit card, the order must have been placed with the agreed upon terms being "credit card." Credit Card invoices will be charged to the provided credit card immediately upon shipping the order. **Any invoices that have carried terms Net 30 or extended terms cannot be paid by credit card.** Credit Cards we accept are MasterCard, Visa, Discover, and American Express.

### **RETURNS**

No returns will be accepted unless accompanied by our authorization. Please contact us within 5 business days of receipt of goods for authorization to return defective goods or goods shipped in error. No returns accepted after 30 days.

### **FEDEX DAMAGE**

FedEx requires you to KEEP THE ORIGINAL CARTON. Put all damaged items as well as packing material back into the ORIGINAL CARTON it was received in and hold for FedEx. Call us within five days so FedEx can examine or pick up the carton. FedEx must have the original carton before credit can be issued.

### **BACKORDERS**

We try to ship all orders as complete as possible, however some items may be out of stock at the time of your order. Unless instructed otherwise, items not shipped will be backordered. Any backorders \$50 or less may be cancelled if there are no accompanying orders to be shipped with. If you do not want backorders or you want to assign a cancel date, please notify us or put this information on your orders.

### **NO MINIMUM ORDERS**

We will ship your orders for any amount, however, since our lowest wholesale prices are based on volume orders, we may add a \$5.00 handling fee on orders less than \$100.

MERCHANDISE IN THIS CATALOG IS NOT RECOMMENDED FOR CHILDREN UNDER 5 YEARS OF AGE.

NONE OF THE PRODUCTS IN THIS CATALOG ARE NATIVE AMERICAN OR INDIAN MADE AS DEFINED BY 25 U.S.C.305 ET SEQ.