

# Terms & Conditions

## Minimum Order Requirements:

- All opening orders are subject to approval.
- A resale tax number is required for our records.
- Minimum opening Order - \$350
- Minimum reorders - \$150

## Terms of Payment:

- Net 30 with approved credit
  - (finance charges of 1.5% will be added to past due accounts)
  - Checks (\$50 service charge on all returned checks)
  - Credit Cards (American Express, MasterCard, Visa, Discover)
  - No C.O.D.'s please.
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## General Account Criteria:

- Accounts in good standing and having been shipped within the last 6 months are listed on our website's store finder feature.
- Accounts not active for 12 months will be considered closed.
- All items shown are subject to availability and some styles may be discontinued without notice.
- Changes in pricing and styles may occur without notice.
- All sizes are approximate.
- As with all hand painted and handcrafted products, slight variances (especially in color) may occur and are considered part of the value of handcrafted product.

**Cancellations:** All cancellations must be received in writing 5 working days prior to requested ship date.

## Damaged/Defective Merchandise Return Policy:

All SFMB products are designed and manufactured to exacting standards. We offer a one year warranty on manufacturing defects. If an item fails to perform as expected, it may be returned for replacement or credit. Items must have prior authorization before returning. To report any damaged merchandise or defects in material or workmanship:

- Contact our Customer Service Department – 800-426-1823 – with item number and description of issue and you will be issued a Return Merchandise Authorization number (RMA), which will generate an immediate UPS calltag (they will pick up and ship back to us at no cost to you.) Upon receipt and verification of the return, we will issue a credit memo for the value of the return. If a replacement is needed, please advise your Customer Service Representative to enter a replacement order.
- All damaged and defective goods must be returned in the original gift box with molded Styrofoam protective packaging and shipped inside a shipping carton with appropriate packaging protection. Failure to do so may result in a denied claim.
- For items damaged in transit (apparent damage to shipping cartons), please contact the carrier.
- Shipping charges for refused shipments that are shipped correctly and on time will be the responsibility of the account.

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## *Atlanta Showroom*

*San Francisco Music Box Company*

Showroom - AmericasMart

To be announced Fall 2010

## *Remittance Address*

*San Francisco Music Box Company*

5370 W. 95<sup>th</sup> Street

Prairie Village, Kansas 66207

Customer Service Phone: 800-426-1823

Customer Service Fax: 877-270-9423

Email: [custservice@sfmusicbox.com](mailto:custservice@sfmusicbox.com)