

caleb siemon

UNITED GLASSBLOWING TERMS AND CONDITIONS

ORDERS

To place an order, please choose one of the following options:

phone: 1-888-578-9504
fax: 1-714-641-6616
website: www.calebsiemon.com
email: sales@calebsiemon.com
mail: united glassblowing
3501 w. segerstrom ave.
santa ana, ca 92704

United Glassblowing requires a minimum \$5000.00US to open a wholesale account. There is no minimum for designer pricing and no re-order minimum. A signed purchase order is necessary. When ordering, always designate product name and number. Changes after production has begun will be subject to additional charges. All applicable taxes (including sales tax) are the responsibility of the purchaser. Prices are subject to change without notice and should be verified before ordering.

TERMS OF PAYMENT

A fifty percent (50%) deposit is required to process all orders. Payment authorization and verification are required prior to order processing. The balance is due in full upon completion of the order prior to shipping. Upon completion of a credit application, qualifying accounts will be required to make a 50% deposit and will receive 30 day terms on the balance of their order. Deposits are non-refundable. Storage charges will apply to orders not paid in full within 30 days of completion.

- All custom work is done on a pre-paid basis
- Late payments are subject to a monthly finance charge of 1.5%
- \$25.00US charge for returned checks
- 5% rush charge

We accept bank checks, cashier checks, money orders, debit cards, and the following major credit cards: MasterCard, Visa, American Express, Discover.

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QUALIFICATIONS

United Glassblowing sells wholesale for the purpose of resale. Wholesale vendors must have an established retail business, with valid industry related resellers permit and a retail presence. Designer discounts are available to licensed interior designers and contractors. Business or trade name must appear on resellers permit. Tax will be included until certificate is provided. We reserve the right to refuse any dealer application without cause or explanation.

Wholesale Dealer Qualifications

- valid resale certificate, license and/or permit
- retail store front
- open an minimum of 5 days per week and 8 hours per day
- store sign visible to public

Designer Qualifications

- valid resale certificate, license and/or permit

Online Store Qualifications

- valid resale certificate, license and/or permit
- retail website that accepts direct payments

SHIPPING

All items are shipped F.O.B Santa Ana, California. Our standard domestic method of shipping is United Parcel Service (UPS). Our standard international method of shipping is Federal Express (FedEx). If you would like to use an alternative method of shipping, please specify when ordering. UPS will not deliver to PO BOXES or APO/FPO addresses. Please provide a physical street address. Failure to do so will delay your order.

Shipping, handling, packing, storage and insurance charges are not included in prices. A 5% handling fee will be added to all orders. Charges for packing and/or crating, insurance and delivery will be added to the final invoice and must be paid prior to shipment. Any applicable storage charges will be added to the final invoice.

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FREIGHT CLAIMS AND RETURNS

Once your order has left United Glassblowing it is the responsibility of the shipping company to ensure that products arrive safely and in a timely manner. Upon delivery of the merchandise, the receiver must unpack all materials, inspect thoroughly for damage, and note any damage on the freight bill before it is signed. If any damage is found, follow the shipping company's claim instructions. Do not attempt to repair the merchandise. The freight company will send an inspector to the site to make a report. Keep all packaging materials until inspection is complete. This procedure must be followed to allow for repair and/or replacement. Damage claims must be filed within 10 days of receipt of shipment. Claims filed after 10 days will not be honored. If an item is damaged by the shipping company and needs to be reordered or repaired, the order will be subject to standard terms and lead times. All decisions regarding repair and/or replacement will be at the sole discretion of United Glassblowing. All sales are final. Product is not returnable.

LIGHTING (UL Listing)-

Products are not UL listed unless requested at the time of order. Please consult all rules, regulations and codes regarding the electrical listing requirements for your intended application.

CUSTOM WORK

A \$1,000.00US retainer is required for all custom work.

MATERIALS AND VARIATION

United Glassblowing reserves the right to make any necessary changes in content or price, or to discontinue items upon our discretion. Each piece is handmade and hand assembled. Dimensions, shape, and color may vary slightly.

PRODUCTION LEAD TIME

Production estimates are given at the time an order is confirmed by United Glassblowing. They are based on production schedules at the time an order is placed. Lead times also depend on the timely receipt of all required paperwork and payment. All orders are produced individually by hand. The quality of the products is our primary concern, therefore delays may occur in manufacturing. The precise time of production and delivery is not a condition of sale.

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PRIVACY POLICY

United Glassblowing does not sell or share any personal or business information.