

## Terms and Conditions

- Bella Esprit Fine Furniture reserves the right to refuse service to anyone.
- All terms are prepaid prior to shipment. Customers have the right to request net terms but must do so in written form and must provide a credit reference as well as guaranties as required.
- C.O.D. (Company Check/Cashiers Check on Delivery - no cash\*) is accepted but an original copy of said check must be sent via fax or e-mail for the purpose of check guarantee through Equifax Check Services. Only then will an order be shipped for C.O.D.
- All net term customers must remit payment in a timely manner in accordance to the terms set forth and agreed upon. Payments 30 days after the due date can and will be charged an interest of 2% and 2% upon every 30 days hence until the account is brought current.
- Should the said account require the services of a Collections Agency, we reserve the right to charge the cost of collection and any litigation, which may arise from such a process to the account holder or responsible party.

## Return and Exchange Policy

- All items must be brought back in their original box, along with the original packing list (Pink Copy) that is issued to the customer at the time of sale.
- Customers that cannot be send back the items due to factors such as shipping distance should provide us with photos along with written documentation of the problem at hand. A copy of the original packing list (Pink Copy) will be required in order to claim any damages.
- Should damage be a result of shipping, we do not take responsibility for the loss. However, we will assist the customer in claiming such damage from the shipping/trucking company that was used for transport. All visible damage to cartons or pallets must be documented and recorded immediately upon receiving.
- We will only provide parts for products that are damaged as a result of manufacture defects or faulty product. Exchanges will only be provided should we be unable to procure the proper part for the product.
- There are no refunds.
- We reserves the right to add an additional 15% restocking fee should any item be found in good working condition which the customer insists upon returning. The balance will be kept as store credit for a period of 180 days, after which the customer forfeits the amount in question.

## Shipping Terms

- All minimum orders for the following Shipping Terms must be at least \$1,000.00. Due to the recent Ocean Shipping/Longshoreman's dispute, our shipping rates must be adjusted to reflect a workable and sustainable rate of discount.
- All locations within a 50-mile radius of our location in City of Commerce with a minimum of \$1,000.00 will be Free Delivery. Date of delivery will be scheduled depending on volume of traffic in that general direction. \*C.O.D. Cash is acceptable in this shipping zone.
- Assembled Chairs, Futon Mattresses, Case Goods, Sofas and other assembled products may reflect a higher rate than advertised up to 30%.
- Shipping guarantees are only valid for prepaid customers. We cannot be held responsible for shipment time, as the lowest rate in shipping will always be sought out as the primary determining factor in choosing a carrier.
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Southern California (Outside 40 Mile Radius)	Minimum \$1,000.00	5% Freight Guaranteed
Northern California, Las Vegas	Minimum \$1,000.00	10% Freight Guaranteed
Oregon, Washington, Nevada	Minimum \$1,000.00	13% Freight Guaranteed
New Mexico, Utah, Arizona	Minimum \$1,000.00	15% Freight Guaranteed

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Please submit the signed agreement and your reseller's permit along with the Order Form. We cannot process orders without first obtaining this information. Please print this page and fax to 323-722-3028.

Company Name \_\_\_\_\_ Contact Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

I have read, understood, and agreed to the terms and policies stated above.

Signature \_\_\_\_\_ Date \_\_\_\_\_