

PAYMENT & TERMS:

- ❖ All catalog prices listed are wholesale, effective March 1, 2008 and are subject to change without notice.
- ❖ Net 30 Terms. All prices listed are F.O.B. Norcross, GA 30071.

NEW ACCOUNTS:

- ❖ Net 30 terms with approved credit only. A LABS credit application is required for credit approval. New Customer approval may require an extra week to process and ship. Prepaid orders welcome.
- ❖ Visa, MasterCard and American Express payment accepted. Credit Card Information must be submitted with the order. Account charged at time of shipment.



MINIMUM ORDER:

- ❖ The minimum amount for each order is \$250.00. Orders under \$250.00 will have a \$35.00 service charge added.

CATALOG PRICE CODE:

- ❖ For ease of ordering directly from the catalog, the wholesale price is coded [in brackets] in each item description at suggested "list" retail mark-up (2x wholesale cost); Example: [200] = \$100.00 wholesale cost. This price code allows you to work directly from the catalog with your customers without having to refer to this separate price wholesale price list, and without the price being evident.

SPECIAL ORDERS:

- ❖ A "Special Order" is any current catalog item that is modified in any way, or any item not in a current catalog. All "Special Orders" require a 50% deposit at the time of order plus written acceptance of the order specifications.
- ❖ All "Special Order" sales are final.

DELIVERY TIME:

- ❖ Orders typically take 4-6 weeks to produce and process. When a "Rush" situation exists, orders will be processed within five business days for a 25% up-charge. Prior factory approval required for "Rush" situations based on production scheduling.

SUBSTITUTIONS:

- ❖ Occasionally, it may be necessary to make minor substitutions. LABS designers will only substitute for equal design value. Measurements are approximate and are measured from tip to tip.

PRODUCT SHIPMENT:

- ❖ All freight is shipped prepaid "best way", and all charges will be added to the corresponding invoice unless otherwise instructed. Freight Collect shipments accommodated.
- ❖ C.O.D. shipments can only be made via UPS or FedEx Ground. No C.O.D. truck line shipments permitted.
- ❖ Truckline delivery appointments and special circumstances accommodated with an additional trucking service fee.
- ❖ Residential deliveries will incur higher freight surcharges. Advance notification of residential delivery required.
- ❖ LABS catalog items are shipped fully arranged in standard cartons. The majority of individual arrangements are UPS (regular or oversize) shippable, but some must ship via truckline only.
- ❖ LABS reserves the right to designate "best way" routing for all orders.

CUSTOMER SERVICE, DAMAGE AND RETURNS:

- ❖ LABS, Inc. unconditionally guarantees its products against defects in quality and workmanship. All products should be inspected upon receipt, and then LABS, Inc. must be notified of any problems within 72 hours of receipt of the shipment.
 - ❖ All returns must be authorized in advance with a return authorization number. Contact customer service immediately.
 - ❖ Any item returned for reasons other than defects in quality or workmanship will be charged a 25% restocking fee plus freight charges both ways. Custom Order sales are final and can not be returned.
 - ❖ If a problem is related to shortage or damage caused by shipping, the customer is responsible for filing any claims with the carrier. The carrier should be notified immediately and if the shipment arrives via truckline, damage or shortage should be noted on the freight bill at the time of delivery.
 - ❖ If there is a problem and merchandise is approved by customer service for return, you must save all packaging as merchandise must be returned in same condition received. Items returned that are not properly packaged to avoid damage, will not be credited.
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