

## TERMS & CONDITIONS

1. Prices are wholesale subject to change without notice.
2. Minimum opening order is 6 Pillows. No minimum re-order.
3. All orders must be faxed or mailed to ensure that they will be accurately documented and processed.
  - Fax Number – 703.830.6878
  - Customer Service Phone Number – 703.830.6818, ext 30
4. Initial orders for all new customers are C.O.D. or prepaid. Visa, MasterCard and American Express are also accepted.
5. Reorders are shipped Net 30 with approved credit.
6. Accounts past due thirty (30) days revert to C.O.D.
7. Unavailable merchandise will automatically be placed on backorder.
8. Damaged or shorted merchandise must be reported within seven (7) business days of receipt.
9. Returns will not be accepted without prior authorization and are subject to a twenty percent (20%) restocking fee.
10. Refused orders are subject to a twenty percent (20%) restocking fee plus freight.
11. Fabric colors may vary due to dye lot inconsistencies.
12. A \$25.00 charge will be assessed to all returned checks.
13. Finance charges of 1.5% per month will be applied to all past due accounts.
14. Products manufactured on a custom basis (specification other than standard) are not returnable or exchangeable. A 50% deposit is required on custom orders.

Effective 1/1/2011

## RYAN STUDIO