

2017-2018 TERMS AND CONDITIONS

Ordering Information:

\$850.00 minimum Order.

\$650.00 - \$849.00 orders are welcome, however, a Surcharge of \$40.00 will apply.

Western States - AZ, CA, NV, NM, OR, WA - min. order is \$1,000.00.

No minimum order is required when picking up from our Roseville Factory.

All prices are FOB Roseville, Ohio.

Freight and Delivery:

Orders are Palletized and Shipped via common carrier, FOB, Roseville, Ohio. Burley will arrange and schedule freight unless a pickup appointment is made. Please allow **2-4 weeks** for delivery.

Factory Pickups:

Factory pickups are welcome in Roseville, Monday-Friday 8am to 2pm. No minimum order is required when picking up. Appointments must be scheduled with the office at least **48hr. in advance**.

Claims:

All shipments are inspected prior to leaving our docks. If, however, you should discover any shortages, please call our Customer Service Department within **7 working days** of the receipt of the order. Any claim for shortage falling outside this 7 working day period will be invalid. **Contact Burley's Customer Service Department to report damage or suspected damage within 48 hours** of receipt of shipment. Write on the bill of lading all damage that is seen and/or "concealed damage suspected".

Terms:

2% 10 days, net 30 days. Open accounts may be established upon completion and approval of a credit application. Prior to credit approval, bills may be paid by credit card or check. **Past due accounts will be assessed a finance charge of 1.5% per month.**

Restocking:

Notice of order cancellation is required in writing prior to its return. Any unauthorized return or refusal of product will be subject to a **15% restocking fee** plus any applicable return freight charges.

Product Variations:

Our products are made from natural materials and unique glazes, thus they are subject to slight variations in color and texture that enhances their natural beauty. In no way do these variations compromise the products structural integrity.

Special Services:

Please note that special services such as Notification of Delivery, Inside Delivery, Reconsignment of Delivery, Redelivery and Residential Delivery are subject to additional charges from the freight carrier.

Customer Service:

We at Burley Pottery are committed to serving you, our valued customer. If you should have any questions or need any assistance, please call our Customer Service Department (phone and fax number below) Monday - Friday 8am-4pm EST. Our toll free number is 866-429-2529. Calls after 4pm or Weekends please leave a message on our voicemail.

All prices are subject to change without any prior notice. We are not responsible for any typographical errors.