

Terms and Conditions:

Payment & Pricing

1. All Orders must be prepaid by check or Credit Card. We accept Visa and Master Card. Minimum Credit Card order is **\$20.00**
2. Current Catalog prices supercede previous prices and are subject to change without notice. Printing errors will be corrected when recognized.

Ordering & Shipping

1. Orders are accepted by mail or Fax. You may FAX your order to **408-528-9509** and start transmission.
2. Orders will be shipped upon clearance of payment instrument and shipped by UPS Ground Service whenever possible.
3. Please allow 4 to 6 weeks for shipment.
4. Orders being sent to Alaska, Hawaii or Internationally will be assessed actual freight charges and assessed a \$15 special handling fee.

Returns

1. It is your responsibility to verify your order upon receipt for damage or shortage. You must contact us within **15 days** of invoice date.
2. Merchandise can only be returned during the **first 40 days from invoice date** after receiving **a return authorization number**. You may exchange or receive credit towards a future purchase, which will be issued upon our receipt of returned merchandise.
3. Merchandise must be returned in the condition it arrived at your location and in the original packaging material.

Suggestions

If you have any ideas or suggestions for products you would like to see us produce, please send us an e-mail or drop us a fax with PRODUCT SUGGESTION in the Subject line.