

POLICIES AND PROCEDURES

CREDIT CARDS:

Visa, MasterCard, Discover, and American Express accepted.

TERMS:

Net 30 days, Credit Card, C.O.D. - Company Check and Bank Checks accepted.

PAST DUE ACCOUNTS / LATE PAYMENT CHARGES:

No orders will be processed or shipped to past due accounts.

- Pay by check - 1 ½ % interest per month will be charged to all past due accounts.
- Pay by credit card - Visa, MasterCard, or Discover payments- 2 ½ % charge, American Express payments- 3 % charge.

FOB:

Cranston, RI

NEW ACCOUNTS:

Must furnish (3) trade references and (1) bank reference. Please allow us 2 weeks to process a credit application. All orders shipped to new accounts prior to credit approval will be shipped C.O.D.-bank or certified check required or credit card.

BILLING:

The cost of Sterling Silver & Gold Filled orders are based upon the 2nd London Fix market price (11:00 AM EST) on the date the order is received.

BACK ORDER POLICY:

No back orders will be processed without prior approval from the customer.

WIRE:

Available coiled or spooled. Coils are available in 4" and 8 ½" outside diameter. Please specify when ordering.

No returns on coiled or spooled wire.

SPECIAL PACKAGING OPTIONS

Sterling Silver and Gold Filled items sold in 100 piece (C) lots

- Packages of 20 pieces or more – no charge
- Packages of less than 20 pieces - \$.10 per bag

Swarovski ® Elements

- Packages of 12, 24, 36, 48, 72, or 144 pieces – no charge
- Packages of any other quantity - \$.10 per bag

Bali Style Silver, Genuine Copper, Pewter, Base Metal Plated, Antique Brass, Base Metal Raw

- Packages of any quantity \$.10 per bag

Wire- Sterling Silver & Gold Filled sold by the ounce or Genuine Copper sold by the pound

- Sterling Silver and Gold Filled wire packaged in 1 oz coils or spools – no charge
- Packaged less than one ounce - \$.50 per cut
- Packaged less than one pound - \$.50 per cut

Chain sold by the foot

- Bulk spool – no charge
- Individual cuts \$.50 per cut i.e. 5 foot lengths - \$.50 per cut
- *No returns on chain cut under 25 feet will be accepted*

Note – all orders are triple checked for weight. **NO SHORTAGE OR DAMAGE CLAIMS WILL BE ACCEPTED.**
If there is a problem, you must contact customer service immediately (within 24 hours of receipt)

Failure to follow these procedures will render any claim null and void.

RETURN POLICY

NO RETURNS WILL BE ACCEPTED AFTER 30 DAYS OF INVOICE DATE.

ALL RETURNS MUST BE PRE-AUTHORIZED.

Positively no returns will be accepted without prior authorization. At such time an authorized return label will be provided.

All returns must have the following information in order for the return to be processed.

Account number and billing (account) name.

A copy of packing slip for merchandise that was shipped.

Reason for return, i.e. factory defect...etc.

Return authorization label must be on outside of box.

Failure to have an authorization label on the outside of box will result in package being refused.