

Terms and Conditions

Prices

- o Prices are listed wholesale, USD.
- o Prices are subject to change without notice.
- o The wholesale prices listed in catalog and website are for stocking retailers only.

Orders

- o Minimum opening order is \$300 and reorders are \$100. The items shipping by truck, the minimum shipment is pallet. Orders below minimums may be excepted with additional fees.
- o Orders must be written in case pack quantities as indicated in catalog and website. Blue Sky Clayworks reserves the right to increase quantities to meet case pack requirements. All case pack requirements are per item number.
- o Backorders will ship when available with notice.

Products

- o Blue Sky Clayworks, Mugs, Teapots, Salt and Pepper shakers, Pet products, Garden products, Dinnerware, Serveware, Candle accessories, Décor and License Products. Hand Crafted from Stoneware.

Payment

- o Payment is by credit card and pre-approved Net 30 terms only.
- o Opening orders and international shipments are credit card only.
- o We accept credit card payments with Visa, Mastercard, American Express and Discover.
- o Terms of Net 30 are available upon approval for businesses more than 2 years old and well rated by credit agencies.
- o A \$30 fee will be charged for returned checks

Late Payments

- o A finance charge of 2% monthly will be added to all past due amounts.
- o Customer agrees to pay all collection costs and attorney's fees
- o Delinquent accounts will be reported to credit agencies and bureaus.

Shipping

- o All orders are FOB Norco, CA.
- o Shipments will be delivered by UPS, Fed Ex or common carrier at our discretion. Blue Sky Clayworks will not be responsible for additional charges for inside deliveries.
- o Special handling or shipping instructions must be specified and confirmed in advance and are subject to extra charges.
- o International customers are responsible for entry into destination country, including freight forwarding arrangements, customs clearance and all associated broker charges, import duties, customs fees, tariffs and taxes. Shipping and other fees for orders denied by customs or refused by customer will not be refunded.
- o Due to the nature of our products, some items will be shipped in oversized cartons, which may result in higher freight cost.

- o Consumer Drop Ships are available. Please contact office for details.

Claims and Returns

- o Claims for replacement of damaged or missing items must be reported to Blue Sky Clayworks in writing within 3 business days from receipt of shipment. Freight damage is the responsibility of the carrier. Any shipping damage must be claimed by the consignee with the carrier.
- o Return of goods require a Blue Sky Clayworks Return Authorization number and will not be accepted without prior authorization and specific instructions from Customer Service. Return request must be received within 10 business days of shipment.
- o Returns must be received in their original condition at our Blue Sky Clayworks location.
- o All returns are subject to a 20% handling and restocking fee.
- o Unauthorized returns and refused shipments will be charged a 20% restocking fee and all freight charges.