

# Village House Importers

## Account Policies

### Opening Order Minimum

Village House Importers' opening order minimum is \$100.00 net. All opening orders must be paid for by a credit card or prepaid by company check. Terms will not be extended to the opening order. Orders for in-stock items will generally be shipped within 72 business hours.

### Re-order Minimum

VillageHouse Importers' reorder minimum is \$100.00 net. Orders for in-stock items will generally be shipped within 72 business hours.

### Back-Orders

Unless you instruct us otherwise, items not currently in stock will be back-ordered and shipped to you when available if their total value is \$50 or more.

### Ordering Quantities

All products may be ordered individually or in multiples.

### Account Status & Review

The status of your account will be reviewed annually. In an effort to keep records accurate you may be asked periodically to provide updated information regarding the status of your business. Accounts showing no activity for more than twelve (12) months may be subject to deactivation.

### Authorized Buyers

Only authorized buyers are allowed to place orders. Accounts are limited to four (4) authorized buyers. Only the business owner (the name appearing on the account application) may change, add or remove an authorized buyer. All authorized buyers must be employees of the business/account.

### Credit Card Payments

You may use your credit card to purchase products from VillageHouse Importers. Check the appropriate box on the Wholesale Application Form to indicate that you plan to use a credit card to pay for your purchases and submit the Credit Card Authorization Form (*included in the downloadable Wholesale Application document*). All credit card purchases and payments will be charged at the time of shipping (including Retailers with net 30 accounts who want to pay by credit card).

### Credit & Terms

Indicate on the Wholesale Application Form that you are requesting net 30 terms. Include at least 3 credit references and required phone and fax numbers for your credit references. Allow 4-6 weeks for approval. **Please note:** net 30 accounts can choose to pay invoices by credit card payment but only if their credit card payment is made at the time of shipping.

### Change of Ownership

If the business changes ownership, the new owner is required to reapply for an account with VillageHouse Importers, Inc. Any and all orders not shipped in the system submitted by the previous owners will be cancelled.

### Store Relocation

If you relocate your business you will be required to update your account information or, at the discretion of the Account Specialist, reaffirm your account status by updating all the required account information.

### Order Methods

- Web: Web orders may be submitted online via the VillageHouse Importers' web site <http://villagehouseimporters.com> using the online store. You must have an account number and a password to submit orders online. Once you have received your account number you may create a web account and begin ordering.
- Fax: Faxed orders may be transmitted to 817 337 6095.
- Email: Orders may be submitted by email to VillageHouse Importers at [sales@villagehouseimporters.com](mailto:sales@villagehouseimporters.com), you must use the approved VillageHouse Importers' order form available for download on the VillageHouse Importers

web site. \*Orders are subject to VillageHouse Importers' Standard Sales Order Terms and Conditions as found at: [http://www.villagehouseimporters.com/company/legal/sales\\_order\\_terms.php](http://www.villagehouseimporters.com/company/legal/sales_order_terms.php).

- Phone: Call Toll Free 877 950 0206 and ask for our Sales Department.

### **Shipping**

We ship all orders by UPS Ground unless specified otherwise by you the customer. You may request or provide us with specific instructions for other means of shipping (FedEx, Post, special carrier, third party billing, etc.). Only the actual shipping charges (charged to us by the freight carriers UPS, USPS, Fed Ex, etc.) for your shipment will be added to your invoice when applicable.

### **Product Guarantee**

Order with confidence. Your purchase is backed by VillageHouse Importers' guarantee. We promise to ship only **first quality** items to you. Your satisfaction is important to us. Please call VillageHouse Importers' Customer Service Toll Free at 877 950 0206 or email [customerservice@villagehouseimporters.com](mailto:customerservice@villagehouseimporters.com) for questions or assistance.

### **Returns & Refunds**

VillageHouse Importers takes great pride in offering its customers the finest quality and value available in its handcrafts. We hand inspect each item to make sure it meets our high standards of quality. Should you find an item to be defective, **you may return it for a replacement or a refund\***. Please call VillageHouse Importers' Customer Service Toll Free at 877 950 0206 or email [customerservice@villagehouseimporters.com](mailto:customerservice@villagehouseimporters.com) for questions or assistance.

#### **Exchanges/Returns by Mail:**

Using the shipper of your choice, send items to:  
VillageHouse Importers Returns  
4916 Grinstein Drive  
Fort Worth, TX 76244

#### **To return for a refund:**

Once VillageHouse Importers has received the returned product, we'll initiate the refund process. Please allow up to 2 weeks to process your refund.

#### **\*Refunding delivery charges:**

Unfortunately, VillageHouse Importers cannot refund original delivery fees placed on orders. If you cancel your order after the item has been shipped, delivery costs will not be refunded.

### **Customer Service Hours**

VillageHouse Importers' Customer Service hours of operation are 9:30AM to 5:30PM CST, Monday - Friday. VillageHouse Importers is closed Saturdays, Sundays, and major holidays. The VillageHouse Importers' Customer Service department may be reached by phone at 1 877 950 0206 or by fax at 817 337 6095. You may also contact VillageHouse Importers' Customer Service by email at [customerservice@villagehouseimporters.com](mailto:customerservice@villagehouseimporters.com).

Thank You

VillageHouse Importers' Sales Department