

# OWI Family of Companies Sales Policy

## **Please take the time to read our Sales Policy.**

First time buyers may not be aware of how our ordering process takes place. Generally, our catalogs reach our customers prior to our product shipping schedule. This allows customers to plan their selling season in advance by selecting the products they wish to carry. When an order is placed, an expected ship date is given and your order will arrive on or around the given date, subject to availability.

## **Minimum Order**

Minimum order amount is \$150.00 per ship date, call for more information. Customers that have not placed an order within a 12 month period may be removed from our mailing list.

## **Back Orders**

Please contact us if you do not accept backorders.

## **Terms**

Ohio Wholesale accepts the following credit cards: VISA, MASTERCARD, AMERICAN EXPRESS and DISCOVER. All new accounts are CC until credit is established.

## **All Net 30 accounts past due will revert to CC**

## **Credit Applications and Policies:**

Credit applications are available upon request. Processing time is approximately 3-4 weeks. The trade references listed must be accounts with which you are presently on Net 30 terms. These references should also be active accounts (purchases made within the last year). This must include an authorized signature of the person(s) guaranteeing payment.

## **Shipping**

Ohio Wholesale's preferred method of shipment is United Parcel Service (UPS). We regret we do not ship via regular US Mail.

## **Shipping Charges**

OWI ships by UPS Ground. Handling fee may apply. Call for details. Oversized items may incur additional shipping charges.

## **Your Ohio Wholesale Order**

All orders must include your tax exempt number and telephone number. Existing Ohio Wholesale customers should have their account number ready when placing an order. Be sure to include your account number on your check when remitting payment.

## **Returned Checks or Stop Payment Checks**

A \$33.00 fee is charged to your account for each NSF or Stop Payment Check. Your account status changes to CREDIT CARD ONLY. We do not accept postdated checks.

## **Late Payments**

If for any reason your payment is late, a monthly service charge of 1.5% will be charged to your account.

## **Returns**

You may return items to Ohio Wholesale for a refund or credit (minus shipping and handling), however, certain restrictions apply. They are:

- Returns must be approved by Ohio Wholesale.
- Returns must be reported to Ohio Wholesale within 10 days of purchase.
- There must NOT be any writing, pricing or any other marks on the item or the package.
- The merchandise must be in the original carton and packaged properly.

## **Damages**

If your order arrives damaged due to shipping, you must keep the original carton and packing for inspection by UPS. Credits will be applied to your account.

## **Special Notes About Our Products**

Under penalty of law, do not remove country of origin sticker from the product.

All works, images and compilations created and owned by Ohio Wholesale, Inc. are protected under U.S. and International copyright law.

All Prices, Policies and Terms are subject to change without notice. All prices are wholesale.

## **Special Promotions**

Ohio Wholesale, Inc. and/or any of our sister companies reserve the right to change or remove any promotion, offer, special, or discount at any time for any reason. Furthermore, any of the aforementioned items might not be valid with other offers or discounts.

## **Mistakes Happen**

We make every attempt to avoid errors in pricing, product information and product availability. If a mistake occurs, we reserve the right to correct it, and we apologize for the inconvenience it may cause. Item pricing is valid for the most current volume only.

## **Questions**

If you have any questions, please write or call us.

## **OHIO WHOLESALE, INC.**

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Phone: 330-769-5050 Fax: 330-769-5566  
Toll Free: 877-745-5050 Toll Free Fax: 888-869-0343

## **Hours**

Mon-Fri 8:30-5:00 Eastern Standard Time  
Closed Saturday & Sunday

Please note: Items shown are representations. Actual shipped items may differ from how they appear in catalogs/online. Some items may have minor scratches/blemishes/color variations.