

TERMS AND CONDITIONS

How To Order

Ordering is easy. Just contact your regional SPI® rep and they will gladly assist you with your order. Don't know who your rep is? Find them on our Rep List or online at www.spi-home.com

New Customers & Order Minimums

We welcome new accounts upon credit verification and approval. Please allow 2 to 4 weeks to process credit applications. Orders can be processed immediately with a credit card. The minimum opening order is \$500. Minimum on re-orders is only \$300. SPI® Home orders may be combined with SPI® Gallery orders.

Methods Of Payment

We gladly accept the following forms of payment:

- Visa / Mastercard / American Express
Credit Card orders will be billed at time of shipping. All orders must show complete billing address and phone number associated with the credit card.
- Cash / Prepaid
Cash orders can be shipped freight collect or with shipping charges payable within 30 days.
- Credit
Approved and established accounts are due Net 30 from the date of shipping. Sorry, no C.O.D.

Shipping

We make every effort to ship your order quickly. All orders are shipped directly from our warehouse in South San Francisco, California. Please allow up to two weeks for delivery of items in stock. Please note that items ordered together are not necessarily shipped together. Oversized items will require a truck shipment and are identified by a green truck icon in our catalog.

Backorders

SPI® does not carry backorders, except for drop shipments. Please reorder those items later.

Earned Freight Allowances

Ground shipments within the US (48 contiguous states) over \$300 may qualify for freight concessions according to our Freight Allowance Policy. Any additional charges such as residential delivery, inside delivery or liftgate for LTL shipments are not covered by freight allowances and will be charged to the invoice. Please contact us for details.

Drop Shipments

Subject to the terms below, any single item over \$75 may be drop shipped for an additional handling charge plus the cost of shipping. Please contact us for details. Product information can be found at (email SPI® for login credentials):

<http://reseller.spi-home.com/SPIproductFactsAll.xls>

Shipping dates and delivery times on drop shipments cannot be guaranteed.

MAP Policy

All SPI® items are covered under a MAP (minimum advertised price) policy. This policy mandates that no SPI® item can be advertised to retail for less than 2.2 times the stated wholesale cost, rounded up to the nearest dollar. This policy applies to all customers, equally. Shipments will be stopped if pricing is in violation. Violating accounts will be suspended. For further info please refer to (email SPI® for login credentials): <http://reseller.spi-home.com/SPIMAPPolicy.pdf>

Returns / Claims

Damages

We do our best to ensure safe arrival of your orders. Unfortunately, damages do sometimes occur during shipping. If you receive a damaged shipment, please take the following measures:

- Immediately note any damages to boxes, notify the driver of the damages, and retain the original packing materials for possible inspection.
- Immediately call the carrier (UPS, for example) to report the damages and receive claim instructions.
- Notify SPI® Customer Service of any damage.

Claims

Please report all claims to SPI® Customer Service within 30 days of receipt of shipment. Credit will only be given for returned merchandise when prior return authorization has been obtained directly from SPI®.

Minimum Purchase for Items of \$10 and Under

All items priced at \$10 or less have a minimum purchase quantity required of 2

Size, Color, And Specifications

We take pride in the quality and consistency of all of our products. SPI's craftsmen work hard to refine the unique beauty of natural materials, such as marble, but each piece is very different and made by hand. Therefore, color, size and texture may vary creating a truly unique piece of art like none other in your store or gallery.

Some items may include the SPI® logo hangtags, country of origin stickers, and/or other SPI® insignia. Spheres, stands, flowers, candles, and other props pictured with items are not included unless otherwise stated.

All images and items are copyrighted and protected by US and International copyright laws.

Prices are subject to change without notice.

Customer Service

We are always here for you and want to thank you for your business. Please feel free to contact us with your order or with any questions. We are open Monday through Friday, 8:30 AM to 5:00 PM Pacific Standard Time. Or, you can visit us online, 24 hours a day at www.spi-home.com or by email at: info@spi-home.com