

POLICY

BEFORE PROCEEDING WITH THE ORDER

Customer has provided us with all correct information by phone, fax or email. Any incorrect information provided at the time of order may result in penalty charges. Per the term of shipping by pallet, WGV International, Inc. reserves the right to charge customer's credit card with additional USD \$15.00 processing fee for these charges when carrier is unable to obtain their outstanding invoices.

Pallet Shipping: Please note that WGV International, Inc. only provided quotation for shipping using commercial destination zip code. Any limited access area (such as residential, schools, churches, mini storage, prisons, military installations & construction sites) are subject to additional fee of \$70.00 per shipment. It is your responsibility to advised us of your shipping destination.

BEFORE ACCEPTANCE OF YOUR MERCHANDISE

Please make sure all packages are original and no visible damages outside the box.

For Order on Pallets: Please make notes on bill of lading (driver's delivery paper) for any merchandise damages, broken pallets, or re-wrapped pallet before accepting your shipment. Any claims filed without notes on bill of lading will be automatically denied. If there are damages upon receipt of the shipment, contact our office immediately at (626) 452-8268.

RECEIVED DAMAGE, WRONG, OR MISSING ITEM

PALLET SHIPMENT

If any damages or missing items are noted on the bill of lading, please contact our office at (626) 452-8268 to open a claim. Upon acceptance of your approved claim, we will credit your money back on a prorated basis based on the amount of items damaged or full amount for wrong items shipped. During the process of the claim, we suggest that you re-order your original requested item again to avoid any delay of acquiring the merchandise.

UPS / FEDEX SHIPMENT

For Damaged Item:

- 1) Please do not discard the broken merchandise. Trucking Company may require inspection of the package.
- 2) We may require you to provide proof of broken items. Broken item can be photographed with digital camera as proof of document. Please make sure when imaging broken items, be sure to have all broken item in one image and also an image of the outside carton. Additional images are also preferable.
- 3) Please download and fill out claim form (click here to download) to email us at claim@WholesaleGlassVasesInt.com.
- 4) All Claims has to be filed within 14 days, for that is the allowable amount of time for UPS or Fedex to file claim.

For Wrong Item:

- 1) Please contact our office at (626) 452-8268 or email to rma@WholesaleGlassVasesInt.com to obtain an RMA (Return Merchandise Authorization) number.
- 2) Please attach pictures to your email or fax as proof of wrong item shipped and indicate your name, contact number, and invoice number within the email. We will provide you with a RMA number within 24-hour. Upon receiving your RMA number via email, we will advise you the schedule of a return pick up from a carrier. Please indicate the RMA number on the box when returning to us.

For Missing Item:

- 1) Please email to claim@WholesaleGlassVasesInt.com or contact our office for assistance.
- 2) If you email, please indicate your name, contact number, and invoice number within the email. Our customer service will contact you for further assistance.

Upon acceptance of your approved claim, we will credit your money back on a prorated basis based on the amount of items damaged or full amount for wrong items shipped. During the process of the claim, we suggest that you re-order your original requested item again to avoid any delay of acquiring the merchandise.

Please allow us 7-14 business days for claim processing. Claims may take up to 30-45 days. Any urgent replacement will require a new purchase. Any claims or returns reported after 15 days upon delivery will automatically be denied.

RETURN ITEM

You may return new, unopened items sold and fulfilled by www.WholesaleGlassVasesInt.com or WGV International, Inc. within 15 days of delivery. Please contact our office immediately so we can provide you with a RMA number for your return. Any returns are subject to a 25% restocking fee against total amount on invoice, and all non-product related fees (shipping, handling, return shipping fees); such fees are **NON-REFUNDABLE**. Any returns after 15 days of delivery or without authorization will **NOT BE ACCEPTED and all fees are NON-FUNDABLE**.

Questions? Contact us at (626) 452-8268

Email: sales@WholesaleGlassVasesInt.com

By signing below, customer acknowledges WGV International's policies.

CARD HOLDER PRINT NAME

CARD HOLDER'S SIGNATURE

DATE