

Terms and Conditions:

First time customers: Welcome! We are excited to begin a long and prosperous relationship with you! In order to set up your account, we need the following information: type of business (brick & mortar store, catalogs, online retailer, distributor etc.), a completed resale card, new account form and preferred method of prepayment for your opening order. Minimum Opening Order \$200 USD. First orders must be prepaid. For your convenience, we accept Visa, MasterCard, American Express, Discover Card and checks; orders repaid by check will be held for 10 business days prior to shipping. Credit card payment will expedite shipment. Minimum Reorder: \$150 USD. Terms & Fees: Net 30 terms with approved credit. The Village Lighthouse credit application must be completed in its entirety and signed. We require 4-6 trade references and one bank reference. Customers that have been in business for less than one year require a minimum waiting period of six months from the first order prior to consideration for net payment terms. We charge a \$50 fee for returned checks, stopped-payment checks and unjustified credit card charge backs. A \$20 handling charge is applied to orders that do not meet the order minimum. Please observe the designated order quantities per item number. Village Lighthouse reserves the right to adjust quantity ordered to meet necessary requirements, otherwise a handling fee of \$20 per order will be charged. We will endeavor to assist with special handling requests, but these are subject to additional handling charges. Prices and availability subject to change without notice. Accounts which remain inactive for over 12 months must submit a new credit reference. Net terms can be changed to prepay terms due to consistent late payment on account without notice. Customer agrees to pay all collection cost and attorney and court fees as well as interest rate of 1.5% per month on any past due, unpaid balance. FOB Van Nuys, California 91411. Shipping Charges & Return Procedures: Please specify any special routing on your purchase order or Village Lighthouse will ship best/cheapest. Orders shipped by common carrier will be sent freight collect. Consignee must file any damage or loss claim with carrier. Please examine your order upon arrival for any discrepancies. We work very hard to insure your product arrives safely- but at times items do arrive damaged. All claims must be filed with our sales department within ten (10) days of receipt. For damages, you must save the original shipping carton with tracking label and all packing materials for inspection by the carrier. Failure to comply may result in rejection of your claim. We will work with you to help you receive, keep, and maintain the correct inventory levels for your unique situation. Regretfully, we cannot accept returns after 30 days of receipt. Customer returns will not be accepted without a Village Lighthouse Return Merchandise Authorization Number (RMA). Refused or returned shipments are subject to a 15% restocking fee and customer will be responsible for all freight costs. ALL SALES ARE FINAL UNLESS OTHERWISE NOTED. To our dedicated customers: Thank you for your years of support! Being your vendor of choice is extremely important to us. We want to reward your dedication by not only meeting, but exceeding your expectations and look forward to your feedback toward that end. Thanks again!

Frequently Asked Questions:

Q: Must I complete the entire Business Account Application if I do not want terms?

A: You need only complete the indicated areas. The document must still be submitted.

Q: Where can I see all the products you offer?

A: In addition to our print catalogs, all of our products and pricing can be viewed at:

www.villagelighthouse.com/wholesale

Q: How long will it take to ship my order?

A: Under normal circumstances, orders placed before 4:00 p.m. PST will be processed the following business day and shipped the next business day.