



Updated 11.1.2012

Monster Trendz Terms and Conditions

Minimums

Minimum orders are \$150.00. Item minimums are 6 pcs for items \$1.50 or over. Unless otherwise stated. **We sell wholesale to the trade only.** A Tax ID number may be requested.

Billing and Credit

We gladly accept Visa, MasterCard, Discover, Amex and prepaids by check or wire. Other orders are shipped COD company check in most cases. Net 30-day terms will be considered only by completing a **signed** credit application, accompanied with 5 trade references, and company bank information. Checking references can take some time, a D&B rating helps to speed the process along.

Shipping

Orders are FOB: Dover, NH and are usually shipped within 48 hours. Our standard carrier is UPS, Ground. We would be happy to ship by the carrier of your choice.

Backorders

When backordered items come available again we will contact you as to whether to ship as a small order or if you would like to add to a new order. As we do not charge shipping for back orders we do not process them for under \$50

Damaged or Lost Shipments

Please contact us to report any damages upon receipt of merchandise. It is important that all damaged packages be retained for inspection by the Carrier. In most cases we will replace the shipment and process the insurance claim on our side if possible.

Merchandise Returns

We have a 15 day money back guarantee and a 30 day exchange with a smile policy.

Shipping charges are not credited in either case.

If for any reason you are not satisfied with any portion of your order, please contact our Customer Service Department within 10 days of receipt of merchandise to receive an RA

Number and further return instructions. RA number MUST be clearly marked on the OUTSIDE of the box. BOXES DELIVERED WITHOUT A RA # ON THEM WILL BE REFUSED.

Refused Orders

Any orders returned because of refusal, without a legitimate reason, will be reshipped on a prepaid basis only. A \$10.00 charge will be assessed to cover additional handling costs.

Orders not reshipped will be charged a 15% re-stocking fee. This fee will be charged to your account, along with the shipping charges associated to the order.

Late Charges/Collection Fees

Accounts reaching 60 days overdue will automatically be transferred to our Collection Agency. Any costs incurred by us in an effort to collect overdue accounts will be charged to you. These may include Collection Fees, Attorney Fees, and /or Court costs. Any returned checks for NSF will be charged a \$25.00 fee per deposit. Fraudulent personal or business transactions will be reported to the legal & credit authorities.

Monster Trendz, inc. One Washington Street #5017, Dover, NH 03820 U.S.A.

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