

## **Wire & International order's Terms and Conditions**

**Minimum orders are \$150.00**

### **Billing and Credit**

We gladly accept Paypal, Visa, MasterCard, Discover, Amex and prepaids by check or wire. COD company check by USPS can be arraigned for US Territories.

#### Banking wire info:

Legal name on company on account: Monster Trendz, Inc.  
Physical address: One Washington Street #5017, 5<sup>th</sup> Floor East wing, Dover, NH 03820 USA  
Mailing address: One Washington Street #5017, Dover, NH 03820 USA

Name of Bank: Bank of America  
Account number: 003880022810, Routing# 026009593  
Branch address: 140 Washington Street, Dover, NH 03820 USA  
Swift# BOFAUS3N  
IBAN: Bank of America does not use an IBAN

Paypal address is [paypal@monstertrendz.com](mailto:paypal@monstertrendz.com)

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. We do try to limit international net terms.

### **Shipping**

Orders are FOB: Dover, NH and most are shipped within 72 hours. If there is any reason for a delay or possible split shipment on an order we will try to contact you as soon as we see it.

Shipping estimates calculated by our website are usually pretty close and we will honor these unless actual cost is significantly more or less. In that case we will contact you about the changes. We will be happy to quote any other carriers or means of transit at your request. Charging shipping you your account with a carrier is always ok too.

Most Shipments up to \$1000 orders are shipped by US Priority mail. We find this has the best rates for the service. We do insure these shipments. For larger shipments we suggest working with one of our transit companies such as Amerijet International, [www.amerijet.com](http://www.amerijet.com) which handle parcel shipments cost effectively for the Caribbean and other locations. We can also send to some places UPS, DHL or Fed Ex by request.

Many customers wish to have us ship to their forwarders in the states. We ask that the full contact information for the forwarder is provided. We will do our best to always contact the forwarder directly to confirm we are getting the order to them in the fashion and timetable they require for you.

### **Documentation**

One commercial invoice copy will be shipped inside and three copies outside the shipment. Shipment tracking number, Country of origin and harmonized duty code will be listed on invoice and e-mailed at time of shipping to the customer or faxed if e-mail is not available.

Jewelry HC code will be a standardized imitation jewelry code of 7117.90.9000 unless otherwise specified. Please, advise any special invoice or packing slip needs at time of order.

### **Backorders**

Due to shipping and logistics cost and planning no backorders will be processed for island accounts. You will be advised of backordered items or styles that will be available in the near future to decide on any changes you may want in your order. Sometimes I will have items in the coming soon category with a future ship date that people will take later. Often it is best to write on a separate order.

### **Damaged or Lost Shipments**

Please contact us to report any damages within 7 days of receipt of goods. It is important that all damaged packages be retained for inspection by the carrier. We will gladly issue a claim in your behalf with the carrier. We will do every effort to help locate and track a shipments progress to you. In the case that a carrier loses your shipment we will reship as requested and arrange with carrier for insurance compensation. We understand that receiving the replacement goods in a timely fashion is important.

### **Merchandise Returns**

If for any reason you are not satisfied with any portion of your order, please contact our Customer Service Department with in 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. We have a 30 day exchange with a smile policy.

### **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.

### **24 hour emergency contact:**

Matt Huusko, cell: 603 767 1897, matt@monstertrendz.com