



fostering creativity®

#### Customer Service Information

Orders may be mailed, faxed or emailed.

Hours: 7:30 a.m. - 4:30 p.m. Mountain Time

Main Phone: (801) 451-9779 • Customer Service Phone: (801) 326-1349 • Fax: (801) 677-2449

Email: [customerservice@karenfosterdesign.com](mailto:customerservice@karenfosterdesign.com)

## Wholesale Info

### Karen Foster Design Policies & Procedures

#### Minimum Order(s)

Opening Orders are \$250

Re-orders are \$100

#### New Accounts

To become a Karen Foster Design customer fax or mail a completed and signed wholesale application, as well as a copy of your Resale Certificate, sales tax license, or completed exemption certificate to Karen Foster Design. New international customers must include an equivalent business document. A signed application must be received prior to order shipment. Wholesale applications are available at [www.karenfosterdesign.com](http://www.karenfosterdesign.com). Your customer number will be assigned after receipt of your first order.

#### Backorders

When establishing your account, please indicate whether or not you accept backorders. Backorders will ship unless you indicate otherwise. If backordered items are not available to ship within 120 days, backorders will be cancelled. Only backorders over \$50 will be processed and shipped. Backorders under \$50 will be cancelled. Shipping will be charged for all domestic backorders. Backorders will not ship to international accounts unless specifically requested through Customer Service. If an account is past due or on credit hold, all backorders will be put on hold for 30 days. If account is not brought back to good standing or credit card does not approve within 30 days all backorders will be cancelled.

#### Credit Cards

Orders with a declined credit card will be put on hold for thirty days during which time you will be contacted for alternate payment. If the card does not approve within 30 days, or if we are not supplied with another form of payment, the order will be cancelled. For your protection, credit card information is no longer kept on file. You will be required to provide a credit card number each time an order is placed.

#### Shipping

Standard shipping rates will apply to all orders, including international orders. International accounts may use other freight forwarders if prior arrangements have been made. All back orders over \$50 will be charged actual shipping costs. Freight carrier is subject to change without notice.

#### Damages/Shortages

Damages or shortages must be reported within five (5) business days of receipt of goods in order for a claim to be honored. Credit for damaged products will be honored only if the original packaging is retained for inspection.

#### Order Cancellation/Changes

Changes to orders will be accepted only before the order has been entered into sales order and sent to the warehouse for fulfillment. If the order has been processed and sent to the warehouse for fulfillment, order changes will not be accepted. Order cancellation must be received in writing prior to shipment.

#### Past Due/Hold Accounts:

All accounts with a past due balance or accounts on credit hold will have all standard orders and backorders put on hold for 30 days. If the account is not brought back to good standing within that 30 day period, all standard orders and backorders will be canceled.

#### Rush Orders

We will gladly expedite your order upon request. However, requested rush orders will include a \$50 rush fee.

#### Returns

A 20% restocking fee will be charged on returns for any reason other than damage, manufacturer defect or manufacturer error. Returns must be received within 30 days of initial purchase (other than damage, manufacturer defect or manufacturer error).