



415 Pembroke Circle, Alpharetta, GA 30004

## Business Policies – Terms and Conditions

**Price Structure** – Z Trends will provide all products at list price.

**Discount** – A multiplier will be issued for the purpose of determining “NET Price”. An additional discount may be afforded if multiple products are purchased and the customer is considered a Stocking Partner.

**Payment Terms** – Standard Terms Are **Net 30**. An additional early pay discount of 2% is available on approval. This means that the invoice needs to be postmarked in 10 days of invoice.

**Credit Hold** – Accounts will be placed on hold if the account is past due and over limit.

**Delivery** - All orders will ship in 24 hours, provided the purchase order is received before ONE PM (1:00) Eastern Standard Time, and the account is in good standing.

**Drop Ship** - Drop shipments are allowable. **The drop ship address must be clear**; any questions will delay shipment.

**Freight** – There are standard shipping costs on all product, they follow:

Kitchen and Bath Faucets \$25.00

Accessories \$20.00

Outdoor Showers \$30.00

Orders exceeding 6 units qualify for a freight discount, 12 units or more will qualify for free freight.

These shipments are all UPS no third-party billing

Shipping may change if freight charges increase.

**Returns** – returns will be approved if the following are met:

1. The product and Packaging are (New and Salable Condition)
2. Never installed
3. Approved by Z Trends.
4. An RGA must accompany the return

5. Return Freight is the responsibility of the Customer.

A 25% restock fee will be assessed if all the criteria are met, if the above is not met additional fees may apply.

If the customer is a stocking distributor a stock rotation may be considered, with no restock fee. A new order must be written and the value of the new order must be 125% of the return.

**Warranty** – Limited lifetime on Ztrends Faucets, One Year Warranty Outdoor Showers and Faucets for outdoor use. One Year Factory Defect Warranty on Matte Black, Gold Finishes and Polished Stainless

**New Defective** – If the product is considered new defective, the product will be replaced. The procedure for replacement is:

1. A new PO is issue for the SAME product
2. And RGA will be issued
3. Freight for the new PO will be paid by Z Trends
4. The return Freight will be paid by the Customer
5. The PO will be credited upon receipt of goods.

Labor is not included in the removal or replacement of the faucet.

Returns will be sent to: 415 Pembroke Circle, Alpharetta, GA 30004

**Specification** – changes to specification may happen without notice.

**Price Increases** – Will occur at the first of the year, there will be a 30 (Thirty Day) period given to honor quoted product.