

KHEOPS™ International

TERMS AND CONDITIONS 2012

USA Customers

Minimum order: First order: \$150.00, re-orders: \$125.00. A \$10 fee will be applied on orders under the minimum.

Customer information form: Every customer is required to complete and sign this form when placing a first order.

Rush orders: \$10.00 fee will apply. Order is shipped the day after it is received at the office. (business days only)

Delivery time: Orders are usually shipped between 3 and 7 business days.

Handling charges: Each order is subject to a 1% handling surcharge.

Shipping charges: On orders of over \$125.00 our shipping rates are as follow.

4.5% : CT, MA, ME, NH, NJ, NY, RI, VT

5.5% : DE, MD, MI, OH, PA, VA, WV

6.5% : GA, IL, IN, KY, NC, SC, TN, WI

7.5% : AL, AR, FL, IA, LA, MN, MO, MS

8.5% : CO, KS, ND, NE, NM, OK, SD, TX

9.5% : AZ, CA, ID, MT, NV, OR, UT, WA, WY

For PR, HI, AK: We charge regular USPS or Fedex shipping rates

For any order under \$125.00: the above percentage does not apply, we charge the Regular Fedex or USPS shipping rates

Oversize packages: Fedex dimensional weight is charged.

Shipping, Handling and COD charges and residential fees are additional to the order total.

Shipping charges are subject to change according to fuel increase.

Prices may vary without notice.

Terms for Wholesale orders

Credit Cards: Visa, Master Card, American Express, and Discover.

Paypal

Cash on Delivery (C.O.D.)

Net-30: Existing customers with Net-30 terms will keep their privilege, however no new account will be granted Net-30 terms as long as needed in order to go through the actual economic crises.

Overdue Accounts: interest is charged at 1.5% (18% A. P. R.)

NSF Checks: \$25 Fee per return.

Collection Fees: Customer is liable for any bank, attorney, or collection fees pertaining to NSF checks or overdue accounts. (Minimum of \$25.00)

Claims and returned merchandise

Cancelled or Refused orders: Subject to administration and restocking fees of 25%, plus shipping fees on returned merchandise

Returns: Must be requested within 7 days of the receipt of goods and requires an authorization from the customer service dept. The returned products must be received in good condition. Subject to a 25% administration and restocking fee and all associated shipping costs.

Damages: Retain merchandise and packaging for inspection and/or return. Fill out the "Claim Report" form attached to your invoice and send it back (fax or email) to Customer Service within 7 days of receipt for credit and disposal instructions. sales@kheopsinternational.com /Fax:1-800-215-8705.

Canadian Customers : Contact our Canadian office 819-344-2152 or e-mail sales@kheopsinternational.ca

International Orders: Minimum order is \$300.00 USD. All orders are credit card, paypal or Wire transfer. A proof of identity is required on all international orders. We charge a \$25-\$35 Fee for Customs Documents.