

# 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.**