



# terms & conditions

Please read the following before placing an order. These are the terms to which you are agreeing. A signed copy of these terms must be received before we begin processing your order. Thank you.

### Payment Terms:

First shipments to domestic and Canadian accounts are C.O.D. or credit card. Net terms will be accepted only after credit approval. Net terms are 30 days payment by check. Net 30 credit card payments will be charged a 3% processing fee. Returned checks will be charged a \$30.00 fee. A finance charge of 1.5% per month (18% per annum) is applied to all past due accounts. Payment terms for new international customers may vary by country, and must be established prior to order processing. Generally we require international orders to be prepaid in US dollars through wire transfer (fee paid by customer), international money order, or a credit card from a US bank. In the event it becomes necessary for Blue Canoe to incur collection costs or to institute suit to collect any amount due under this agreement, or any portion thereof, the undersigned agrees to submit to the jurisdiction of the venue of the Humboldt County Municipal Court.

### Lead Times and Back Orders:

Orders are usually shipped within 2-3 weeks. Out of stock items will usually be put on back order. Handling charges will be waived on back orders. However, if they amount to less than 5% of the original order they will be cancelled. If you would like small back orders re-instated, please call.

### Claims & Returns:

All returns and claims of defects or shortages must be made within 10 days of receipt of goods and must be pre-authorized by phone. Returns without an RA# will be refused. On flawed items, we will pay return freight charges and replace the items or credit your account.

### I have read and agree to the above terms:

Business Name: \_\_\_\_\_

Principal's or Officer's Name: \_\_\_\_\_

Principal's or Officer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Returns for reasons other than flaws will be credited upon inspection of goods less a 25% restock fee. We do not issue refunds. If a garment has been worn, washed, stained, or retains scents, we cannot accept its return.

### Cancellations:

We will not accept cancellations on ASAP and As Ready orders. Orders placed ahead of season must be cancelled at least 45 days prior to shipping date. Refused orders and late cancellations will be charged a 25% restock fee in addition to all shipping and handling charges.

### Pack & Hold:

If you postpone an order for more than two weeks beyond the original ship date, we require a 25% non-refundable pack and hold deposit. This deposit will be applied as a payment upon shipment of goods. We will hold the order for up to four weeks, after which time the merchandise will be returned to stock and the pack and hold deposit will be applied toward the restock fee.

### Prices:

All prices are subject to change without notice. All goods will be shipped at prices in effect at time of order plus shipping and handling.

### Minimums:

There is a \$500.00 minimum on every new season-opening order and a \$250.00 minimum on follow-up orders.

### E-Commerce Policy

Blue Canoe is not a discount line, and we expect our e-commerce retailers to sell current product at SRP. Spring goods go on sale in July, fall goods in December.

**888.923.1373**

**Fax** your order 24/7:

**707.923.1374**

P.O. Box 543

Garberville, CA 95542

**bluecanoe.com**