



Dear customer,

Because it is our firm policy to satisfy all of your needs, please follow our ordering guidelines. In order to assure the maximum efficiency and accuracy, have your name, account number, item reference number, and quantities available at time of call, along with shipping information and address. Additional catalogs are available for \$5.00 each. Updates and supplements will automatically be shipped to you.

SIZES & COLOR DISCLAIMER

It is our intention that you, our customer, be satisfied with our products. The outmost care is taken to reproduce colors and sizes accurately on catalogs, website and CD. Variations however do occur and we invite you to inspect your order upon receiving it. If you are not 100% satisfied you can return the merchandise if undamaged and in the original packaging.

ORDERING HOURS

- By Phone: 518-677-5857 – 9:00am-5:00pm Eastern Time, Monday-Friday.
- By Fax: 518-677-2592 – 24 hours a day - 7 days a week
- Online: www.whitecreekimages.com – Email: sales@whitecreekimages.com 24 hours a day – 7 days a week

TERMS AND CONDITIONS

- New accounts are sent C.O.D. or prepaid until credit approval is completed. (Credit Application is enclosed)
- \$50.00 net minimum for U.S. and Canada customers.
- \$200.00 minimum on export orders.
- Resale Certificate/Sales Permit/Business Authorization must be submitted with the first order.
- \$25.00 charge for returned checks

PRICING

- Please refer to item codes for pricing
- Listed prices are suggested retail. Standard trade discount applies to qualified retailers
- Charges to be changed without notice

PAYMENTS

Acceptable forms of payment:

- Business Check
- Visa – Mastercard – American Express
- Net 30 (after credit approval)
- No COD accepted on export orders.
- Wire transfer in U.S. Dollars or confirmed irrevocable letter of credit.

SHIPPING

Domestic (US and Canada)

- All domestic shipments are sent UPS or Fedex ground unless otherwise specified
- Overnight, Two Days and Three Days services available upon request
- For COD orders there is an additional \$7.50 charge per parcel (this charge is subject to change without notice).
- Orders for items on backorder will be automatically shipped as soon as items become available

Export

- For Bulk and Export orders please contact us for your choice of common carrier (A nominal packaging and handling fee will be applied)
- All export orders will be sent freight collect
- All export orders shipped (on the following working day) from receipt of payment or upon credit approval.
- Proforma invoices available on request.

DAMAGES AND REPLACEMENT

The outmost care is taken to package your order so that it reaches you in perfect conditions. In the eventuality that you receive a damaged shipment, we will replace it with exact exchanges. We will also replace incorrectly fulfilled or defective orders.

Please follow these simple rules:

- If the package arrives damaged, refuse the shipment and notify us at your earliest convenience but not later than 5 days from delivery
- If you have accepted a damaged package in error, save the damaged package and its contents including packing material and packing invoice and contact us immediately.
- Please report all damages or wrong orders to us within 5 days of receipt.
- We are sorry but cannot accept damaged or wrong merchandise reported too late or already framed or altered.

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