

## Wholesale Policies

### Prices:

All prices are wholesale, listed in USD.

Prices are subject to change without prior notice.

### Orders:

Our minimum order and re-order is \$150.00. Orders that do not meet our minimum are not eligible for freight cap. All products have a predetermined minimum order quantity (MOQ) and we reserve the right to increase quantities on any order to meet our MOQs.

For orders containing out-of-stock or soon to be released items, Time Concept will treat these as backorders and hold for a maximum of 90 days. Product will be shipped as available.

### Payment:

Payments can be made via credit card, wire transfer or pre-approved Net 30 terms only.

All opening orders must be pre-paid.

We accept the following major credit cards: Visa, MasterCard, American Express and Discover. International shipments must be paid for via wire transfer.

A \$30 fee will be charged for returned checks.

Net 30 is available, upon approval, for businesses with well-rated credit by prominent agencies. If you would like to establish terms, please email your credit references to [info@timeconceptinc.com](mailto:info@timeconceptinc.com) or fax to (310) 882-6425.

### Late Payments:

A finance charge of 1.5% (18% annually) will be added to all past due amounts.

Delinquent accounts will be reported to credit agencies and bureaus.

Customer agrees to pay all collection costs and attorney's fee associated with account rectification.

## Establishing an Account

To establish a wholesale relationship with us, there is an approval process. Please email your information to [info@timeconceptinc.com](mailto:info@timeconceptinc.com) or fax to (310) 882-6425. We reserve the right to reject any order and/or discontinue a wholesale relationship at our discretion.

## Shipping and Handling

All orders are FOB Gardena, CA.

Orders are shipped within 1 to 2 weeks from the date the order is received via UPS Ground, unless otherwise discussed.

Actual shipping costs will be calculated and added to your bill at shipping.

Due to the nature of our products, some items will be shipped in oversized cartons, which may result in higher freight cost.

For a special delivery or pick-up arrangements, please contact us at [info@timeconceptinc.com](mailto:info@timeconceptinc.com) or call us at (310) 808-9366.

## Refunds and Exchanges

Due to the handcrafted nature or design of several of our products, some items may have slight variations in size, shape and color. These are not considered flaws.

Claims for the replacement of defective, damaged or missing items must be reported to Time Concept within 15 days of receipt of product(s). Please contact us at [info@timeconceptinc.com](mailto:info@timeconceptinc.com) to obtain the claim form or simply call (310) 808-9366.

In order to return goods, authorization and specific instruction from Time Concept is required. Packages without prior authorization will not be accepted and returned at shipper's expense.

After 15-days, the recipient is completely responsible for the condition of the delivered products. We do not give credits for unsold merchandise nor will we accept returns.

Damage incurred during shipping is the responsibility of the carrier and must be claimed by the consignee with the carrier.

In the case of exchanges or returns due to customer or sales rep error, shipping costs are the responsibility of the customer and/or sales rep.

## Billing and Security

We have entrusted Authorize.Net or QuickBooks Merchant Service with the handling of our secure payment processing so your information is always protected.

## International Customers

International customers are responsible for entry into destination country, including freight forwarding arrangements, customs clearance and all associated broker charges, import

duties, customs fee, tariffs and taxes. International customers must pay via wire transfer and are responsible for all additional expenses such as shipping fees and bank charges in both countries. The US bank charge is \$25. In addition, a \$75 handling fee will also be applied. If a customer orders \$1,000 or more, we will exempt both the bank charge on our side and the handling fee. Shipping and other fees for orders denied by customs or refused by customer will not be refunded.

By purchasing our products at wholesale prices you are entering into a wholesale relationship with Time Concept, and acknowledge you have read and agree with all of our policies above. If you have any questions, please call us directly at (310) 808-9366 or e-mail us at [info@timeconceptinc.com](mailto:info@timeconceptinc.com).