

Sertodo Copper

Terms and Conditions

Prices

- Prices are listed wholesale, USD.
- Prices are subject to change without notice.
- The wholesale prices listed in catalog and website are for stocking retailers only.

Orders

- Minimum opening order is \$500 with no minimum reorder requirement.
- Backorders will ship when available

Products

Sertodo Copper fully guarantees from any defects in workmanship for life.

- As Sertodo Copper products are not assembly line robot made products, slight variations between items is possible due to our materials and manual processes. This does not diminish the superior quality of your product.
- All Sertodo Copper products are handmade from 100% pure copper.
- All of our products are made by the worlds most talented copper artesans using a blend of modern and traditional craft in our fabrication process and using recycled copper. There will be slight variations in each piece, such as in dimensions, the surface finish and colors.
- We fully guarantee all of our products to be free from any defects in workmanship for life and we expect our products to give many generations of beautiful service.

Payment

- Payment is by credit card and pre-approved Net 30 terms only.
- Opening orders and international shipments are credit card only.
- We accept credit card payments with Visa, Mastercard, American Express and Discover.
- A \$30 fee will be charged for returned checks

Late Payments

- Customer agrees to pay all collection costs and attorney's fees
- Delinquent accounts will be reported to credit agencies and bureaus.

Shipping

- All orders are FOB Austin, Texas
- Shipments will be delivered by UPS, Fed Ex or common carrier at our discretion. Sertodo Copper will not be responsible for additional charges for inside deliveries.
- Special handling or shipping instructions must be specified and confirmed in advance and are subject to extra charges.
- International customers are responsible for entry into destination country, including freight forwarding arrangements, customs clearance and all associated broker charges, import duties, customs fees, tariffs and taxes. Shipping and other fees for orders denied by customs or refused by customer will not be refunded.
- Due to the nature of our products, some items will be shipped in oversized cartons, which may result in higher freight cost.
- Consumer Drop Ships are available. Please see website for details.

Claims and Returns

- Claims for replacement of damaged or missing items must be reported to Sertodo Copper in writing within 3 business days from receipt of shipment. Freight damage is the responsibility of the carrier. Any shipping damage must be claimed by the consignee with the carrier.
- Return of goods require a Sertodo Copper Return Authorization number and will not be accepted without prior authorization and specific instructions from Sertodo Copper. Return request must be received within 10 business days of shipment.
- Returns must be received in their original condition at our Austin, Texas location.
- All returns are subject to a 20% handling and restocking fee.
- Unauthorized returns and refused shipments will be charged a 20% restocking fee and all freight charges.