



Toll Free: **800-634-7547**
Local: **417-334-3007**
Fax: **417-334-3010**
Email: **customerservice@lipco.biz**
Website: **www.lipco.biz**
Mail: **PO Box 168, Kirbyville, MO 65679**

TERMS AND CONDITIONS

Gen. 2019-1

SHIPMENTS

All orders are shipped F.O.B. our warehouse via the least expensive method. All shipping charges are prepaid and added to the invoice. We only ship 3rd party and freight collect to accounts that have established terms net 30 and are in good standing with us.

Shipping costs will be calculated using standard FedEx/UPS shipment calculation methods based on dimensional box size, weight, destination, and service required/requested. We can only provide shipping costs upon processing of the actual shipment.

Some displays and large items require oversize boxes which will incur higher shipping costs due to the dimensional shipping charges implemented by the shipping companies.

It is our goal to ship within 5 business days on all gift and souvenir orders and 10 business days on custom orders. Please allow up to 3 weeks on orders for new accounts that require credit approval and orders that require artwork approval.

We do experience seasonal fluctuations. Please allow extra time for orders placed around Memorial, Labor, and Independence Day.

PRICES AND TERMS

Consistent with our usual practice of giving you our lowest prices at all times, we have deducted all cash and trade discounts, therefore, all prices quoted in this catalog are net F.O.B. our warehouse.

The payment terms we offer are Prepaid, C.O.D., Net 30, and Credit Card. To customers establishing credit with us by furnishing satisfactory references, we will ship orders on open terms, 30 days net.

Our finance charge is 1.5% for past due balances and is expected to be paid along with the balance in full.

First time C.O.D. orders require a 50% deposit. All routine C.O.D. orders in excess of \$500 require a 25% deposit.

C.O.D. and Credit Card orders for special order or custom printed merchandise require a non-refundable deposit of 50%.

IMPORTANT NOTICE

We reserve the right to increase or decrease prices, consistent with substantial market changes and imposed tariffs.

Due to rapidly changing costs, prices may vary throughout the year. For the most current prices please visit our website at lipco.biz or call your Lipco sales representative. We will ship your order at the most current price unless price confirmations are specifically requested on your order. We regret the current conditions necessitate this policy and are sorry for any possible inconvenience.

\$100 MINIMUM ORDER

We request that all orders have a minimum \$100 total (before shipping and taxes). This helps keep shipping costs to a reasonable percentage of your order.

OPENING AN ACCOUNT

In order to open an account with terms Net 30, send us five names and addresses of merchandise suppliers and we will contact them for credit experience. You may email your request to customerservice@lipco.biz or use our Credit Reference Form and submit it with your order.

New accounts should provide the business name, owner name, business phone number, and fax number. All Missouri accounts must provide a sales tax number.

Orders will be processed upon credit approval. In order to expedite your first order while references are being checked, you have the option to pay C.O.D., prepay, or credit card until credit is approved.

CREDIT CARD PAYMENTS

In order to pay an invoice with a credit card, the order must have been placed with the agreed upon terms being 'Credit Card'. Any invoices that have carried terms Net 30 or extended terms cannot be paid by credit card.

Credit Card invoices will be charged to the provided credit card immediately upon shipping the order. Credit Cards we accept are MasterCard, Visa, Discover, and American Express.

RETURNS

No returns will be accepted unless accompanied by our authorization. Please contact us within 5 business days of receipt of goods for authorization to return defective goods or goods shipped in error. No returns accepted after 30 days.

DAMAGE IN TRANSIT

FedEx requires you to **keep the original carton**. Put all damaged items as well as packing material back into the **original packaging** it was received in and hold for inspection. Call us within 5 days so FedEx can examine or pick up the carton. FedEx must have the original carton before credit can be issued.

BACKORDERS

We try to ship all orders as complete as possible, however some items may be out of stock at the time of your order. Unless instructed otherwise, items not shipped will be backordered.

Any backorders \$50 or less may be cancelled if there are no accompanying orders to be shipped with.

If you do not want backorders or you want to assign a cancel date, please notify us or put this information on your orders.

Our merchandise is not recommended for children under 5 years of age.

None of our products are Native American or Indian made as defined by 25 U.S.C.305 et seq.

⚠ WARNING: Products from Lipco Group can expose consumers to chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm. For more information go to www.p65warnings.ca.gov.