



# weddingstar

## Terms and Conditions

2032 Bullshead Road, Dunmore, AB, Canada T1B 0K9  
 Toll Free Fax: 1-800-593-5049 Toll Free Phone: 1-800-661-8096  
 Local Phone: 403-529-1110 Email: customerservice@weddingstar.com  
 www.weddingstar.com

Distribution Locations:  
 Continental USA - Sweetgrass, Montana  
 Canada - Dunmore, Alberta  
 Australia - Mittagong, NSW  
 Europe - London, United Kingdom

### PRICING

All prices are at Retail. Dealer Product Discount is 50%. See exceptions below\*.

All prices are shown net of GST. Due to market conditions, prices are subject to change without notice.

**\*IMPORTANT: A 40% Discount from Suggested Retail Pricing will be applied on, Custom Label Chocolate Bars and Additional Copies of the 2011 Weddingstar Magazine.**

### HOW TO READ OUR ORDERING CODE SYSTEM:

This format allows your customers to view all the products throughout the magazine yet eliminates the need for a separate Wholesale Price List. True convenience! This will be the best selling tool you have ever had. For a detailed product index, go to [weddingstar.com/detailedindex](http://weddingstar.com/detailedindex)

### HOW TO READ OUR PRODUCT CODE SYSTEM:

All the products throughout our catalogue have been assigned a multi-digit code number.

## 8541 - ??

Ceramic Decorative Butterfly Dishes

Item Number 8541-??

-?? indicates that this item is available in a variety of colors or styles.

When ordering these items, ?? must be replaced with the color/style code preferred.

Color selections are limited to the codes listed with each product.

### ORDERING

#### Online

We highly recommend placing your orders through our Online Wholesale Ordering [www.weddingstar.com/dealerlogin](http://www.weddingstar.com/dealerlogin). This is the most efficient method to transmit your requests. Updates of out of stock, discontinued and sale items, clear formatting for personalization orders and round the clock accessibility make online wholesale ordering an excellent option.

To sign up immediately go to [www.weddingstar.com](http://www.weddingstar.com)

#### By Fax

As well, products can be requested by Toll Free Fax Number: 1-800-593-5049, Local Fax (403) 529-6841 (24 hours a day, seven days a week) Use Order Form Supplied in catalogue or downloaded at :

[www.weddingstar.com/retailer-orderforms](http://www.weddingstar.com/retailer-orderforms)

#### By Phone

To order by phone call Toll Free Phone 1-800-661-8096 or Local telephone (403) 529-1110.

Our friendly and knowledgeable Customer Service Representatives will be available to take your calls Monday through Friday 8:00 am – 4:00 pm Mountain Standard Time.

#### Email us at

[customerservice@weddingstar.com](mailto:customerservice@weddingstar.com) (24 hours a day, seven days a week)

### SHIPPING RATES

#### Shipping Fees

Due to the current volatility of fuel rates, Actual Courier Charges will be applied on shipments to store. See website for further shipping rate info. Freight charges can be deducted from Invoice if an order has a sub-total in excess of \$750.00 and is paid within terms for North American orders only. (Ground shipments only.)

**Remote Locations** (These include destinations such as Newfoundland, Labrador, Alaska, Hawaii)

Shipping destinations with remote locations are subject to freight surcharges - 50% of the accessed freight charges may be deducted on orders sub-totalling \$750.00 or more if paid within our terms.

\*Weddingstar makes every effort possible to ship an order within 1 to 3 days of the date of receipt. Customers requesting a "Rush" will be accessed a \$5.00 surcharge on orders under \$500.00, a \$15.00 surcharge on orders up to \$1000.00, a \$20.00 surcharge on orders up to \$2000.00, or a \$40.00 surcharge on orders greater than \$2000.00.

## CUSTOMER SERVICE DETAILS

### Opening an Account

New accounts are opened upon receipt of your first order.

A copy of your resale license and/or void business cheque is requested initially to establish an account. For those customers wishing to establish payment terms, a credit application must be filled out completely and submitted for credit clearance. Should you require shipment prior to credit confirmation, pre-payment arrangements can be made or the balance can be applied to Visa or Mastercard.

In order to establish an account we must receive a completed customer application form available at [www.weddingstar.com](http://www.weddingstar.com).

Below is a brief summary of some of the information required:

#### 1. New Customer Information Form

2. Federal I.D. Number or Social Security Number (Required by U.S. Customs - For U.S. Customers Only), GST Number or VAT Number.

3. Full Name, Ship to Address, Bill to Address - if different than ship to address

4. Phone Number, Fax Number and E-mail Address

5. All credit information to be completed on Weddingstar Inc. Credit Applications, accompanied by supplier's phone number, fax number and email address when available. (If payment terms are desired.)

*If you have not ordered for 12 months or more, we recommend that you make an inquiry with our Customer Service Representative to check on the status of your account.*

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### Back Orders

Items temporarily out of stock at time of shipping will be marked "Out of Stock". It is recommended that you place a Back Order so that stock is allocated to your account when it arrives. When the product is back in stock, a customer service representative will contact you to confirm your order before shipping.

*Freight costs that result from product additions will be the responsibility of the customer. Applicable shipping will be charged on Back Orders under \$150.00.*

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### Claims

In the case of a damaged parcel, please inform the Courier immediately. All claims for defective or damaged items are to be filed with Weddingstar Inc.

Full credit will not be granted on returned items that have price tags or appear to be shop worn. Although we try to maintain high standards, many items are handcrafted, therefore slight variations may occur. Similarly, we reserve the right to change or alter the design due to availability of raw materials and production difficulties. *Weddingstar Inc. does not guarantee the safe arrival of candles shipped during hot summer months.*

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### Returned or Refused Orders

To Return Orders that have been shipped to a Retail Store, contact Customer Service at 1-800-661-8096 to request a Return Authorization Form. These Returned Goods will be accessed a 15% re-stocking fee. Unauthorized Returns or Refused Orders will be subject to all freight charges incurred in the shipping and back shipping and the Goods will NOT be credited or accepted by Weddingstar.

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### Terms

- Our terms are net 30 days. Visa, Mastercard and American Express accepted.
- Credit card charges will be applied at time of invoicing.
- All International orders must be paid by Visa or Mastercard and will be applied at time of invoicing.
- Late charges of 2% per month will be added to unpaid invoices that are deemed past due.
- Weddingstar Inc. will NOT ship orders C.O.D.
- Any credit balances not claimed after 9 months become the property of Weddingstar Inc.
- Accounts issuing N.S.F. cheques will be charged a penalty of \$30.00 per cheque.
- Orders will not be shipped to an account with a balance due over 60 days.

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### DROP SHIPPING

All Drop Shipments will be accessed an additional \$3.00 Service Fee. See Shipping Rate Schedule for current freight rates. *(See [weddingstar.com](http://weddingstar.com) for details)*

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### FREIGHT DISTRIBUTION LOCATIONS

#### Canadian Customers

WEDDINGSTAR will ship via courier or mail. All sales F.O.B. from our Dunmore, Alberta warehouse.

#### Continental U.S. Customers

WEDDINGSTAR will ship via courier. All sales F.O.B. from Sweetgrass, Montana.

#### Australian Customers

Contact Weddingstar to order directly from the Weddingstar distribution center in Mittagong, Australia.

#### European Union Customers

WEDDINGSTAR will ship via courier. All sales F.O.B. from London, England. *See website for European Union Shipping Rates, Schedules and Terms and Conditions.*

#### International Customers

WEDDINGSTAR will ship F.O.B. from Dunmore, Alberta warehouse.

Generally, the freight costs amount to 35% of the order sub-total with a minimum freight charge of \$50.00.

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**If you have any questions or concerns please do not hesitate to call 1-800-661-8096 or 403-529-1110. We are always happy to assist you.**