


# Shipping with Aidan Gray

We realize that shipping costs are extremely important and we strive to keep this in mind when designing product. Our goal is to design products that are able to ship via UPS ground service, as this is usually the simplest and cheapest means of transportation. Although a majority of our products fit into this category, we do have certain furniture and décor items that must ship via freight due to their size and weight.

The least expensive way to ship freight is to ship to a commercial address where no additional services are needed. If a dock is not available a lift gate will be needed, as the common carrier holds no responsibility in the off-loading of product at the final destination.

*The following are additional fee based services that are available should they be needed:*

**GROUND OVERSIZE ITEM:** Noted in catalog and price list where applicable 

**NON-COMMERCIAL DELIVERY:** Any address that is not zoned as commercial

#### COMMERCIAL

**Delivery Notification:** Applied when you request pre-arrival notification

**Lift Gate:** Specially equipped truck that will lower the product to the ground

**Non-Commercial Fees:** Any address that is not zoned as commercial

We try to secure all this information on the front side of the order, occasionally we are back charged from the shipper due to unknown or unforeseen delivery issues as noted above. We will pass on those additional costs to you at the same cost as secured from our shipper. These charges may exceed your freight quote, as freight quotes are based solely on the information provided at the time of the quote.



Our hand-crafted pieces are intended to be one of a kind designs and variations should be expected. Small irregularities in shapes, surfaces and finishes are hallmarks of our distressing and aging techniques. We strive for these characteristics to add depth, beauty and texture. Large carved wood items do crack and cracking is a natural aging process that occurs in large solid pieces of wood. These characteristics should not be considered defects.



Assembly required - Ships knocked down or with hardware to apply.



This item requires shipping via common carrier or UPS oversize. Please note any special shipping instructions at the time of order.



Product is resin based, hand-painted and textured to replicate a weathered outdoor appearance. Resin is not recommended for outdoor use.



For indoor or outdoor use. Rust wire and iron is finished in a powder coated base. When used outdoors products will rust over time, adding further to their grandeur and elegance.



Comes with two lamp shades for seasonal decorating. Primary shade shown as largest image, secondary shade will vary in size and color.

# Terms and Conditions

**WHOLESALE PRICING:** Aidan Gray Home, Inc. (AGH) sells to the wholesale trade only. By placing an order with AGH you are stating that you are an owner or representative of a valid retail business and that you are making wholesale tax exempt purchases for resale. All taxes associated with any purchase will be the sole responsibility of the purchaser.

**STOCKING DEALER:** If you own a retail location (Retailers in the Home and Garden industry with a physical location located in a commercial delivery area) and can verify the following details, Aidan Gray will offer you a 25% discount off of Non-Stocking Dealer/List Pricing.

#### TO QUALIFY, YOU MUST SUPPLY:

1. A copy of the company letter head or business card
2. A valid resale certificate
3. A listing of the store hours
4. A photograph of the retail location (showing the front of the building, sign and business name matching the letterhead/business card) and/or a copy of a recent retail advertisement. **ONLY 1 NEEDS TO BE SUPPLIED**  
Retailers not supplying this information will be billed at the Non Stocking Dealer/List Pricing until such time as all documentation is supplied.

**NON-STOCKING DEALER/DESIGNER:** Non-Stocking Dealers/Designers will be classified and sold as follows:

- ✓Customers who do not maintain a Home and Garden retail location with normal business hours in a commercial district. Retailers in another industry other than the home and garden industry would be considered a Non-Stocking Dealer and/or designers.
- ✓Customers who buy from or show products from a home office, antique malls/stalls, flea markets, trunk shows, buying parties or likewise.
- ✓Products will be sold at Non-Stocking Dealer/List Pricing as noted on the AGH price list.
- ✓Non-Stocking Dealers/Designers will be charged at non-commercial shipping rate regardless of ship to location.

*AGH only requires a copy of the company letter head and a valid resale certification to qualify for purchase.*

**MINIMUM ORDER REQUIREMENT:** \$1000 Stocking/\$1250 Non-Stocking/Designer – Opening Order, No Minimum Re-Ordered Amount required. However; Stocking Dealers who have not purchased a minimum of \$1000 within a 12 month calendar year will have to re-qualify as a new dealer meeting the minimum opening order and existing parameters.

**CREDIT CARDS:** We accept Visa, Master Card and American Express

**CREDIT TERMS:** First 3 orders are on a CREDIT CARD only basis. Credit cards are billed 1 to 5 business days in advance of shipping as the order is being processed.

*The privilege of N30 is offered to customers who have completed the AGH credit application and who are in good standing through Lyon Merchant Service. N30 accounts are due 30 days from the date of invoice. All past due accounts accrue interest at 18% APR (1.5% monthly). A 3% handling fee will be applied to N30 accounts that are paid via credit card. Delinquent accounts automatically revert to Credit Cards only. Returned checks incur a \$25.00 bank fee.*

**SHIPPING:** AGH ships via common carrier and UPS ground. All shipping charges are prepaid FOB – Dallas, TX. Your signature of receipt constitutes full acceptance of all packages stated on the bill of lading or electronic clipboard. Minimum shipping charge on any box shipping from our facility is \$10.00.

**DAMAGES/DEFECTS:** Before signing the bill of lading for common carrier shipments, **YOU MUST INSPECT THE PRODUCT.** You agree that in the event a shipment is refused by your company, you are responsible for all shipping and return charges. All shipments are packed very carefully using standard approved packing methods. Any merchandise with visible damage must be noted by the delivery service upon receipt. Damage claims must be reported to our office via telephone within five (5) days of the receipt of order. In the event of a claim, you must save all ORIGINAL packaging materials. Freight damage must be held up to 90 days per carrier or until claim is resolved.

**RETURNS:** No returns or damaged merchandise will be accepted without a Return Authorization issued by AGH customer service department. All returns for reasons other than damage or defect are subject to a 25% restocking fee plus shipping charges to and from AGH warehouse.

**PRICING, MEASUREMENTS AND AVAILABILITY:** We ship items that conform to the examples shown at market and showrooms. As a qualified wholesale buyer, you understand the LOOK OF AIDAN GRAY and the characteristics of our hand-finished products. All prices and items are subject to change without notice. Measurements are approximations. Photography is a representation and is not an accurate representation of the color.

**BACK ORDERS:** Every effort is made to ship orders quickly. We ship "as available", meaning that any item not ready at the time of shipment may be back ordered. Ship complete orders are not accepted. Back orders less than \$50.00 or older than (6) months will be cancelled. All other back orders will ship "as available". If you wish to cancel your back orders, you must do so by speaking with an Aidan Gray Representative to obtain a cancellation number.