



Monster Trendz Terms and Conditions

Minimums

Minimum orders are \$150.00. Orders below minimum will be charged a \$10 handling fee. Item minimums are 12 pcs. Unless otherwise stated. We sell wholesale to the trade only. A Tax ID number may be requested.

Billing and Credit

We gladly accept Visa, MasterCard, Discover, Amex and prepays by check or wire. Other orders are shipped COD company check in most cases. Net 30-day terms will be considered only by completing a signed credit application, accompanied with 5 trade references, and company bank information. Checking references can take some time, a D&B rating helps to speed the process along.

Shipping

Orders are FOB: Dover, NH and are usually shipped within 48 hours. Our standard carrier is DHL, Ground. We would be happy to ship by the carrier of your choice.

Backorders

For your convenience, Monster Trendz will process backorders over \$50. Please, contact the office for backorders under \$50 or if you don't want B/O's over \$50.

Damaged or Lost Shipments

Please contact us to report any damages upon receipt of merchandise. It is important that all damaged packages be retained for inspection by the Carrier. We will gladly issue a claim in your behalf with the carrier.

Merchandise Returns

If for any reason you are not satisfied with any portion of your order, please contact our Customer Service Department within 10 days of receipt of merchandise to receive an RA Number and further return instructions. RA number MUST be clearly marked on the OUTSIDE of the box. BOXES DELIVERED WITHOUT A RA # ON THEM WILL BE REFUSED.

Refused Orders

Any orders returned because of refusal, without a legitimate reason, will be reshipped on a prepaid basis only. A \$10.00 charge will be assessed to cover additional handling costs. Orders not reshipped will be charged a 15% re-stocking fee. This fee will be charged to your account, along with the shipping charges associated to the order.

Late Charges/Collection Fees

Accounts reaching 60 days overdue will automatically be transferred to our Collection Agency. Any costs incurred by us in an effort to collect overdue accounts will be charged to you. These may include Collection Fees, Attorney Fees, and /or Court costs. Any returned checks for NSF will be charged a \$25.00 fee per deposit. Fraudulent personal or business transactions will be reported to the legal & credit authorities.