

TERMS & CONDITIONS

Orimono Imports is a wholesale distributor. We sell only to licensed/registered businesses, not the general public. Retail sales of our products may be approached through KimonoMomo.

ESTABLISHING AN ACCOUNT

You must be a registered retailer, designer, or manufacturer to purchase products from Orimono Imports. In order to establish an account, we require a sales tax registration certificate/resellers license (for U.S. customers) or a business registration certificate (for international customers). Email us at sales@orimonoimports.com to receive an account application. We will review your credentials and send you a confirmation email.

ORDER MINIMUMS

Minimum order to establish a wholesale account is \$500. When your order is ready to ship, you will receive an invoice including the freight. Upon payment we will ship your order. Subsequent orders **in good standing** may elect to receive terms: NET 30. However, orders for less than \$500 must be paid prior to delivery. *To maintain an account, a minimum of \$1,000 must be purchased per calendar year or the account is subject to closure.*

SHIPPING

All orders ship from our Oakland, California warehouse. We use UPS or USPS for most shipping and are willing to work with the carrier of your choice.

INVENTORY & SPECIAL ORDERS

Most of our notions are regularly stocked. **Most of our fabrics are special orders.** Fabrics and notions are shipped from Japan. Orders are subject to delays and timeframes beyond our control. Please place fabric orders carefully: cancelled orders are subject to a **10%** restocking fee.

BACKORDERS

Back-orderable merchandise that is not currently in stock will remain on order and ship at the first available opportunity. Sometimes fabric from Japan is delayed beyond our shipping date, and will thus be delivered in the following shipment (usually 3 months later).

CANCELLATIONS & REFUSALS

A 10% fee will be charged on canceled merchandise and refused shipments. The customer is responsible for inbound and outbound freight charges on refused shipments. Frequent

cancellations or refused orders may lead to a change in credit terms or account closure.

RETURNS

Returns will not be accepted without prior written authorization. All requests must be made within 30 days.

Return Guidelines:

- *Unit packs must be maintained. Partial packs will be returned to the customer at their expense.*
- *Authorized merchandise must be returned in the original packaging and free from any markings.*
- *Authorized returns due to customer error will be issued a credit, less freight and a 10% re-stock fee. If purchased with free ground shipping, these charges will be deducted from the credit.*
- *We will credit any items shipped in error or product that is considered damaged.*
- *Credits will be applied to the original invoice. If the invoice has been paid, a credit will be applied against future invoices.*

We reserve the right to refuse any returns.

CLAIMS

If items are received damaged in transit, save the original packaging and file a claim directly with the carrier. Claims for shortages must be made within 5 days of receipt of an order

PAYMENT

We invoice all orders through PayPal for our record keeping and accept payment by check or the PayPal system. First time customers require 100% payment prior to shipping their initial order. *Customers can apply for credit terms by filling out a credit application. Failure to pay promptly per established terms may result in a change of terms. All invoices are timed from the ship date. Returned checks will incur a \$25 service fee. All accounts are payable in U.S. funds only.*

FREIGHT

The customer is responsible for shipping charges. We reserve the right to choose which carrier will be used for shipment. Customers may request to use their preferred carrier or an expedited service and will assume any charges. Orders will be shipped freight prepaid and the shipping charges will be added to the invoice.

Effective 9/5/2018

I have read and agree to the Terms and Conditions

