



ORDERING INFORMATION

Please include the following information when ordering:

- Name and complete mailing address
- Shipping address (if different)
- Telephone number
- Email address
- Item number, quantity, description and price
- Method of shipment preferred
- Payment option

Payment may be made by Visa, MasterCard, or money order. Interac is available for in store shopping and order pick up. Please don't send your credit card number by email. For fax or email orders please send in your order and then phone or fax us your credit card information. For phone orders you can call in your order and provide us with a credit card number at that time.

Pricing

All prices are in Canadian Dollars and subject to change without notice.

Shipping

All freight charges are paid by the customer.

All orders are insured unless requested otherwise by the customer. Orders shipped by bus, truck or courier are shipped collect unless other arrangements are made.

A boxing fee will be charged on all glass larger than 12" x 12" shipped by bus or courier. When shipping glass sheets larger than 12" x 12" we use heavy duty boxes that are very effective when shipping glass.

Box A - holds up to 18 pieces of glass a maximum size of 12" x 24" each. Cost \$13.00

Box B - holds up to 9 pieces of glass a maximum size of 24" x 24" each. Cost \$18.00

Once the order has left our premises the responsibility for its safe delivery passes to the carrier. Most small parcel services refuse to accept responsibility for glass breakage. It is worthwhile to become knowledgeable about your carriers policies. If there is reason to believe there is damage, either hidden or visible, mark the delivery slip as such before the driver leaves, then call the carrier to commence an insurance claim.

Returns

The original invoice must accompany all returns. Exchange or credit only on returns. No cash refunds. Returns must be pre-authorized and in original condition. No returns on glass, books, or lead unless pre-authorized.

Claims for defective goods or shortages must be made within 5 days of receipt of order. No returns of any goods will be accepted after 15 days.

Wholesale

Wholesale pricing is available to customers who supply us with proof of business such as a tax #, business license or yellow page ad. Your 1st order must be a minimum of \$250.00 before any taxes, shipping, and boxing fees. Wholesale customers must maintain an annual minimum purchase requirement of \$600.00 before any taxes, shipping, and boxing fees during the twelve month period from January 1st to December 31st each year to receive wholesale pricing.

To Order Call: 250-546-3866 or email terry@tjhomecrafts.com