



MINGA FAIR TRADE IMPORTS Terms of Business

Who we sell to:

We do not sell to corporations operating large franchises. This is to help small retailers who are interested in promoting fair trade ethics and principles locally and internationally. We reserve the right to speak to potential customers regarding their proximity to established customers; as well as limit product availability to prevent negative impact on an established customer's business.

Orders:

Orders can be e-mailed, faxed, phoned in or placed on our website. Please include the item number, quantity, description, price and color when applicable. Your initial order must meet a \$200 minimum. All subsequent orders are required to meet a \$50 minimum.

Most items are sold in lots at a pre-packaged rate. Package discounts do not apply to individually purchased items.

If an item is out of stock we will contact you to determine if it should be placed on backorder. You will be notified when a backordered item is back in stock.

Shipping:

We ship via UPS. Tracking numbers are available upon request.

We do not offer drop shipping on any of our products.

We recycle and re-use all packaging material from local business and residents that would otherwise be adding to our landfills.

Payment:

We accept checks and all major credit cards. A \$25 fee will be billed to your account on all returned checks.

Full payment is required for initial orders before or at the time of shipping.

Please pay for all past due invoices before placing additional orders.

Credit terms may be established with the completion of a credit application, which can be printed from the website, emailed or faxed to you. A late fee of 1.5% per month will be charged on any outstanding balance that is greater than 5 days past the due date.

Credit terms are given and can be revoked at our discretion. Any invoice that is not paid 60-90 days after the invoice date; or one invoice that is paid 90 or more days after the invoice date are means for credit termination.

Warehouse Visits:

Visits to our warehouse are by appointment only. Our hours are 8:30a – 5:00p, Monday through Friday. After hours appointments can be made if necessary.

Returns:

Damaged or missing items must be reported within 14 days of receipt. You may request a replacement for damaged items or a credit to your account. You will be reimbursed for the cost of shipping damaged merchandise in the form of credit to your account.

Should you wish to return an item for any reason other than damage, you must call for approval. We will not be responsible for the cost of returning non-damaged merchandise.



All non-damaged related returns are for account credit only. Please pack your returns carefully as refunds will not be honored if products arrive damaged.

Your Privacy:

We collect contact and financial information strictly for shipment and billing purposes. Contact information is not sold, rented or given out to third parties. This information is used for the sole purpose of sending updates, to you, as our customer about orders and new product information. Any customer information that we collect is maintained in our database.

By signing below you acknowledge that you have read and understood Minga Fair Trade Imports' terms of business.

Signature _____ *Date*

Title