

## Policies, Terms & Conditions

Hauer Market is a wholesaler of Vintage Pottery and Vintage/Reclaimed Handcrafted Wood Furniture & Accessories. Most of the pieces we sell have been salvaged and will come to us in their organic form, which can include weathered nicks, cracks and chips – it speaks to their authenticity. Wood Furniture may be Vintage/Antique itself, however most pieces are handcrafted from Vintage/Reclaimed wood. In addition to the natural aging and conditions of Reclaimed Wood, there will be variations in size, colour and finish, these are not considered defects, but to be celebrated for their unique features. All products are sold as is. All sales are final.

### Account & Payment Terms

- **Minimum Order \$500\* for pick up** / \$1,500\* for shipping per location (\*before tax & freight)
- Accepted Payment Methods are E-Transfer, Corporate Cheque or Credit/Debit Card
- Invoices are due on receipt. Payments must be received prior to shipping or pick up.

### Products & Prices

- All prices are Canadian Dollars and subject to change without notice.
- Prices do not include HST/GST or domestic freight.
- Provinces that do not have HST, you are responsible to remit PST to your respective Province (if applicable/req'd).
- This is a trade account, you are responsible to self remit any applicable taxes.
- All orders received are subject to approval and acceptance by Hauer Market.
- Orders are subject to availability. Availability of merchandise is not guaranteed.
- Products may be discontinued without notice.
- All Products are sold as is.
- All sales are final. We do not accept returns or exchanges.

### Design Firm Discounts

- Earn Deeper Discounts the more you buy:
  - Level I - 15 % off MSRP
  - Level II - Purchase over \$2,500 - 20% off MSRP for the balance of the calendar year
  - Level III - Purchase over \$5,000 - 25% off MSRP for the balance of the calendar year
  - Level IV - Purchase over \$10,000 -30% off MSRP for the balance of the calendar year & carries over to the following year.
  - Level II & III reset on Jan 1st of the new year.

## Online Design Firm Portal Orders

- **Important Note:** Inventory cannot be secured (and removed from stock) until payment has been received in full.
- All Vintage & Antique Accessories are available through our Online Design Firm Portal
- One of a Kind Vintage & Antique Furniture Pieces may also be available as posted on Design Firm Portal
- Reclaimed Wood Furniture is available through our network of Retail Partners across Canada.

## Shipping and Freight

### • B2B Shipping

- Min order for shipping is \$1,500
- A \$100 LTM charge applies for orders less than \$1,500.
- Freight and handling charges are extra.
- Call for Estimated Freight Rates, and local delivery options for B2B shipping
- Any refused orders will automatically incur a 25% restocking charge, plus all shipping costs incurred.

### • Drop Shipping is available on Furniture items only. A 15% packaging fee will be charged.

- HM will provide images of items which must be approved prior to packaging and pick up. Any damages that occur after shipping are the responsibility of the Retail Partner/Carrier.
- Retail Partner is responsible for arranging carrier and all applicable freight costs
- Retail Partner is responsible for providing shipping labels and Bill of Lading. Orders won't be released to the carrier without a proper shipping label identifying Retail Partner & Client info.
- All pickups from HM warehouse require a lift-gate.
- Items not picked within 2 weeks will incur a weekly storage charge of \$25/week/item

## Shipping Damages, Claims & Returns

- All Sales are Final.
- Damages During Shipping – Hauer Market must be notified within five (5) days of receipt of merchandise if there are concerns regarding damages during shipment or other matters. We do require pictures showing damaged items and packaging to submit a carrier claim.
- Once a claim is approved, a credit will be applied to your account that must be used within a year.
- We do not issue payment refunds.