

# Our Policies

## Customer Information

We must have a valid copy of a customer's Resale certificate or professional license on file; orders will not be processed until this has been received. When placing your order, please verify that the billing and shipping addresses are current and accurate and notify us immediately with any changes. Please list a valid phone number/s, fax number if applicable) and email address when submitting your order.

There is a \$750.00 opening order and \$150.00 re-order minimum.

Retail sizes must be ordered at a minimum of 3 or more, professional sizes must be ordered at a minimum of 1 or more.

## Product Samples

Samples are available for all customers and will be shipped automatically with your order for the items ordered. If additional samples are wanted, please let us know when placing your order.

## Payment

Asa Distribution Inc. accepts the following forms of payment for online purchases:

- Visa
- MasterCard
- American Express
- Discover

Asa Distribution Inc. will only accept credit or debit cards issued in the United States unless specifically approved by Asa Distribution Inc. Upon receiving your credit card information, your order will be processed and your credit card will be charged. All taxes, if any, and shipping charges due on your transaction will be charged as required by applicable laws.

## Shipping and Delivery

- Orders are processed on a first come first serve basis
- Asa Distribution Inc. does only ship within the US, including Hawaii, Alaska, US Virgin Islands, Puerto Rico and Guam. Shipping charges vary by state.
- **Backorders** – all items that are put on backorder will not be cancelled. It is the customer's responsibility to contact Asa Distribution Inc. to cancel the backorder or make changes to the backorder. Once the backordered items are in stock, Asa Distribution Inc. will ship the merchandise.
- Asa Distribution Inc. does not cover shipping cost for orders. Backordered items will be shipped upon availability free of shipping charges
- All orders are shipped **FedEx Ground**, unless otherwise requested by you, the customer.
- All orders, including expedited orders, will be shipped from our facility within 2-3 business days. FedEx Ground transit times vary by state. Orders placed on Friday after 12:00 p.m. Pacific Time, Saturday and Sunday will begin processing on Monday. Orders placed on an official holiday will begin processing the following business day.
- **Refused Shipments** are subject to a 25% restocking fee. You will be responsible for shipping cost incurred by Asa Distribution Inc.

## Asa Distribution Inc. Return Policy

Asa Distribution Inc. does not accept returns unless a wrong item was shipped. Please send an email as soon as possible [info@asadistribute.com](mailto:info@asadistribute.com).

## Shipping Damages

Asa Distribution Inc. will not be responsible for goods damaged in transit. Should you receive such goods, refuse to accept them from the carrier until the delivery is marked "Received in damaged condition".

Claims for damages should be immediately filed with the shipping carrier as they assume all responsibility after merchandise is delivered in good order to them and is signed on by them. If "concealed damage" is discovered upon unpacking, have the shipping company agent make out a report within 48 hours or recovery from the carrier is lost.

## Shortages

Missing merchandise is our responsibility only after the precautionary measures have been followed by the customer:

- Do not sign the delivery ticket if packages are missing
- Do not claim shortages until you have read the packing slip – some items may be backordered
- Shortages have to be reported within 48 hours of receiving the delivery, please send an email as soon as possible to [info@asadistribute.com](mailto:info@asadistribute.com).
- If the claim is made at a later date, we will not be held responsible.
- The shortage will be subject to investigation. If we find that the claim is justified, we will replace the merchandise

## Privacy Policy

We hate spam as much as you do, and will never share your information with anyone. It is for our eyes only. Subscription to our newsletter is not automatic and must be registered for by you. The only automatic subscription is for our resellers who will be added to a reseller list to be notified of any important changes in policies and things of similar important nature that directly effect your account and sales.

**Placing a Wholesale Order with Asa Distribution Inc. indicates that you have read, understood and accepted the conditions outlined in this Wholesale Policy.**