



## Sales Terms and Policies

Effective 2008

- Opening Order:** **\$100.00 minimum (E-mail orders to [orders@tmg-glass.com](mailto:orders@tmg-glass.com)).** Payment must be received immediately by Credit Card (Net 30 terms may be requested for future orders).
- Re-Orders:** **NO minimum** (ordering in sets is required)
- Prices:** All wholesale prices are in our Price List along with **a discount** when you order by the case.
- Packaging:** All our products come packaged in white inner cartons and in brown master cartons. Most items are packaged in sets and should be ordered this way. **Sets may be broken up for a fee.** There is a \$4.00 fee for the first set broken up, and \$2.00 for each set broken up after that.
- Delivery Terms:** We ship **from our warehouse at 355 Alba Blvd., Lawrenceville, Georgia 30043 to the continental US, Alaska, Hawaii, Puerto Rico, US Virgin Islands, and Canada** as per your instructions received with your purchase order. **Orders going to Canada are not covered by our 100% guarantee.** If any breakages occur in transit to Canada, they will be replaced at the customer's cost.
- Shipping/Freight Charges:**  
Orders up to \$60.00 are charged a flat rate shipping cost of \$11.00, while orders between \$60.01-100.00 are charged a flat rate of \$13.50. Orders over \$100.00 will be charged at DHL cost. Orders shipped via carriers other than DHL or orders requiring expedited shipping (per customer request) are charged at cost. We do offer drop shipping directly to your customer for a \$5.00 drop shipment fee. Drop shipments over \$70.00 will not be charged the \$5.00 fee. Pallet sized orders will be shipped via **Freight**, in which case you will receive a separate bill. *Orders shipped to Hawaii, Alaska, Puerto Rico, and the US Virgin Islands are shipped via United States Postal Service and will be charged at cost.*
- Shipping Time:** Turn around time is typically **2 - 3 business days** from the time we receive your order. Transit time depends on where products are being shipped, but is usually 3-5 business days if going GROUND.
- Payment:** We accept Visa, MasterCard and American Express. We also ship C.O.D for a fee of \$9 per box charged by DHL in addition to shipping charges.
- Credit Terms:** For Net-30 terms, please submit the following with your order:  
At least three (3) trade references including: your account number, complete address, and telephone/fax number along with a copy of your business license.
- Back Orders:** We ship all backorders upon the arrival of merchandise from Romania.
- Claims:** All claims **MUST** be made within **ten (10) business days of receipt**. We will either send replacements or issue a credit. A call-tag may be issued. Replacements are always shipped via regular GROUND shipping. Please e-mail claims to [claims@tmg-glass.com](mailto:claims@tmg-glass.com).
- Return Policy:** Any product returns *for reasons other than breakages in transit or defects* may be returned at customer's expense. Only cost of products will be refunded. Customer will incur all shipping charges.

Continue on Reverse:

355 Alba Boulevard Lawrenceville, GA 30043 | Toll Free: 877-630-8464 Fax: 770-995-0559

[www.tmg-glass.com](http://www.tmg-glass.com)

- Rush Orders:** During the months of November and December we can rush ship an order same day guaranteed for a fee of \$10.00. Rush orders must be received by 2:30pm EST STD time to qualify for same day guaranteed shipping.
- Gift Wrap:** Gift wrapping is available January to November for \$3.00 per set. Gift wrapping in December is \$6.00 per set.
- Gift Card:** A hand written or printed Gift Card with your message may be added to an order for \$3.00.
- Gift Message:** Gift Messages are typed on the packing list accompanying your order and are FREE.

**GMG OFFERS A 100% GUARANTEE FOR ANY BREAKAGE OR DEFECTIVE ITEMS UPON RECEIPT OF PRODUCT\***

The GMG, Inc. staff is available **Monday through Friday from 9:00a.m. To 5:00p.m. EST STD time to assist you.**

\*see claims and return policy for details.