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*Supplier of Specialty Items for Custom Picture Framing*

Accent Art Distributors  
4331 Vanguard Road  
Richmond, B.C. V5X 4K6  
phone: 604-247-1771      fax: 604-247-1661  
email: [accentart@telus.net](mailto:accentart@telus.net)      website: [www.accentart.ca](http://www.accentart.ca)





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## Terms and Opening an Account

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No account will be set up on either an open account or C.O.D. basis until a Credit Application/Request Form is completed and approved. It is our policy only to sell to businesses having a valid municipal business license and provincial sales tax number. An open credit account will not be created until all credit and bank references have been verified, so allow up to sixty (60) days for credit to be established. Accounts must buy a minimum annual volume of \$3500 to maintain a wholesale account with trade pricing and terms. Accounts falling below this amount will be subject to account closure. A minimum first order of \$250.00 is required. Credit terms and conditions are at the discretion of Accent Art, please inquire. Overdue invoices are subject to a charge. We reserve the right to discontinue open credit terms if accounts are repeatedly overdue.

**BUSINESS HOURS**  
**Monday through Friday**  
**8:30 am to 5:00 pm**  
**Pacific Standard Time**

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## Pricing and Discounts

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All Prices are F.O.B. our Vancouver warehouse and are subject to change without notice. Quantity discounts are available for most items and are marked in our price list. The price list for each section can be found at the end of that section. For large volume buyers we would be pleased to discuss our V.I.P. (Volume In Purchasing) program and quote you on the volume items you require.

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## Credit Cards

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We accept VISA and MASTERCARD. For those collecting air miles we will gladly put your account balance each month on your credit card. If you wish to set up an account immediately to purchase equipment or supplies, you may find using a credit card the most convenient payment option.

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## NSF Cheques

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All NSF cheques are subject to a \$30.00 service charge.

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## Equipment Leasing Program

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Why tie up capital when you can use it to purchase inventory that will turn over several times a year to help pay for the leased equipment? Leases are normally 36 months, but can be extended for larger pieces of equipment. All leases include the option to purchase the equipment on completion of the lease. Please call if you would like additional information or a lease application form.

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## Catalogue and Moulding Samples

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We charge \$10.00 for the catalogue and we will give you a \$10.00 credit against your first order of \$250.00 or more. We charge for samples and issue coupons for the value charged, redeemable on purchases of wood or metal moulding of \$50.00 or more.



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## Order Procedures

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Please ask for our order desk when placing an order. Due to the high cost of processing small orders, we require a minimum order of \$50.00. A handling charge of \$10.00 will be charged on all orders below this minimum. Whenever possible, please use our catalogue code numbers to ensure that your order will be processed quickly and correctly. When ordering, please advise if the shipping address is different than the mailing or invoicing address.

For ease of placing orders, you can FAX them to 604-247-1661 in Vancouver or toll free, outside of the Vancouver calling area, to FAX 1-800-665-1661.

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## Pick Up Orders

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For prompt service, we require a **2 hour** lead time to process an order. Please phone ahead to help us ensure that your order is ready upon your arrival. Please be aware that you may have to wait longer for orders not phoned in ahead of your arrival.

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## Outbound Orders

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We make every effort to ship orders received by 10:00 am the same day. Orders for supplies placed after 10:00 am will be processed and shipped the following day. **CHOP ORDERS:** chop orders for wood or metal will be shipped within **48** hours of being ordered.

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## Backorders

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Any Backordered items will be shipped by the most economical way. Unless you request an alternative method. Backorders will be sent collect or prepaid and charged back.

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## Returns

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We will not accept any returns without our authorization. We have special negotiated freight rates with our carriers and reserve the right to specify the method of return to our warehouse. Returned goods may be subject to a minimum \$8.00 or 15% of the original purchase price restocking fee. Credit will be given for merchandise returned, subject to being in its original condition and packaging. We will not accept returns of merchandise purchased more than two months previous.

### NOTE

**Prices are subject to change without notice**

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## Freight

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Orders will be shipped the most economic way, collect or prepaid and charged back. If specific routing is required or you have a preferred shipper please specify this when you order.

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## Freight Claims & Shortages

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Please inspect all shipments before accepting and signing for them. If the package is damaged, contact the shipping firm immediately. We are not liable for loss or damage incurred during transport. Claims must be filed with the carrier. Shortages must be reported within **24 hours** of receiving the shipment. We are **not** responsible for shortages **not** reported within this time.

Note that transport companies will not accept claims for broken glass. Items with glass are shipped at the buyers risk.