



## Terms and Conditions

### Ordering

- We may change prices, specifications, or discontinue any item without notice
- You may place orders by phone, fax, email, postal mail, or internet, subject to confirmation from us
- We can ship in-stock items the same day, for orders placed before 2 p.m.
- Cut fabric orders (less than full roll) will be cut to the nearest full yard
- All prices are FOB ship point

### Payment

- We accept all major credit cards.
  - Credit Card Authorization Form- Sales
  - Credit Card Authorization Form- Rentals
- We charge your credit card with final charges at the time of shipment.
- Will call and delivery orders are prepared only with the guarantee of a credit card
- Open accounts may be established prior to shipping by submitting a Credit Application for review
- We accept company checks, but not personal checks
- Returned company checks will incur a \$25 bank and processing fee
- Net 30 accounts may be established prior to shipping by submitting bank and trade references by fax or mail for review.
- Sales tax is assessed for all shipments into or within California
- We are unable to ship C.O.D.

### Shipping

- A Shipping Request Form may be downloaded [here](#)
- Please specify your carrier of choice and level of service when you order
- Most packages ship UPS or Fed-Ex, unless specified otherwise
- Shipments are made collect, unless other arrangements are made prior to shipping



- UPS & Fed-Ex charges will be prepaid and added to your invoice
- A handling/fuel surcharge fee is added to all shipments
- We cannot be held responsible for the performance of any shipper
- Standard shipper's insurance for the replacement value of each shipment is added to freight charges
- Any loss or damage incurred in transit is the responsibility of the carrier and buyers are advised to immediately notify the carrier in writing within 48 hours of any such loss

## Returns

- Report any discrepancy with your order within 30 days of receiving your order
- No returns on cut merchandise, special orders, or custom fabrications
- Returnable (unused and unaltered) goods incur a 25% restocking charge
- Only pre-authorized returns will be accepted. Please call us before making a return shipment
- Defective products may be replaced or repaired, at our discretion
- Defective products must be returned within 30 days of shipping
- All will call orders must be picked up within 30 days
- The Rag Place guarantees that textile products specified are not misbranded nor falsely or deceptively advertised or invoiced under the provisions of the Textile Identification Act