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### **Terms and Conditions** - Revised March 2019

- No 3<sup>rd</sup> Party sales are allowed which includes Amazon, Ebay and other like sites.
- \$30 processing fee for Application—will be credited to opening order if placed within the first 30 days.
- \$250 minimum opening order.
- Be sure to follow MAP policy guidelines which were signed and sent back with your application.
- Any account inactive for 12 months will be dropped from the program and will need to re-apply.
- We accept Visa, MasterCard, Discover, American Express, Check, Money Order, or PayPal.
- We do not accept COD orders. Sorry We Do Not Accept Debit Cards
- We are open M-F 9:00 AM – 5:30 PM EST (except holidays)
- It is the responsibility of the dealer to check with and comply with any and all state, local and federal laws as applies to concealed and/or deadly weapons.
- No product that can be perceived as a weapon should be sold to persons less than 18 years of age.
- All sharpened, engraved and embroidered products are non-returnable.

### **RETURNS:**

- Museum Replicas guarantees every piece it sells for 30 days. Within this period we will accept returns, credits or exchanges. If a product is returned for any reason other than manufacturer defect or shipping error on our part a **15% restocking fee** will be incurred by the buyer.
- Shipping will only be credited/refunded if there is a manufacturer's defect or as a direct result of company error (i.e. shipped product incorrectly).
- Museum Replicas will honor exchanges only up to 60 days from invoice date. We must receive a completed Exchange/Return Form.
- No refunds will be issued after 30 days from date of the invoice.
- All items must be returned with original order/invoice # and in original packaging when possible or the package may be refused.
- If the design should be defective, it will be replaced or credited at no charge to the dealer.
- Items received in abused condition will be returned to the dealer at dealer's expense.
- Shipping/selling any item to another party releases Atlanta Cutlery and Museum Replicas of any responsibility for lost or damaged merchandise. Inspect everything before you ship.

### **SHIPMENT & ORDERS:**

- Orders are normally processed and shipped within three business days of receipt. This includes air shipments; although, we will do our best to get them out sooner when possible.
- Check shipments/invoices and report any inaccuracies immediately. Accounts are allowed seven (7) days from time of receipt in which to do this.
- Accounts are allowed seven (7) days from date of invoice to report billing problems.
- We are not your customer service department. Be sure you can handle any and all customer service and return issues with your consumer before purchase.
- We ship to physical addresses only—no PO Boxes.
- Backorders will ship automatically as they arrive into inventory.
- Prices are subject to change without notice.
- DROP SHIPS—We offer “blind” drop shipping to all our accounts. There is a nominal \$5 fee per package for this service (Continental US only).
- GA State Sales Tax is applied to Drop-Ship orders within the state of GA *unless* you have a Georgia State Sales Tax Form and ID Number on file in our office.

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