



Tsunami Glassworks Inc.
General Terms of Service 2016/2017

Thank you for your interest in a Tsunami Glassworks. In order to better work with you and your clients please take the time to review our updated (09/09/2016) Terms of Service below. Please direct any questions to trade@tsunamiglassworks.com or give us a call at +1 519 258 7620.

Look forward to working with you,

The Tsunami Glassworks Team

1- Orders & Payments

Please send all Purchase Orders to trade@tsunamiglassworks.com. Tsunami Glassworks requires \$1500.00 minimum for first orders to qualify for discounted pricing as well as completion of our trade/wholesale application. There are no minimums on reorders.

Payment is due on initial orders proforma by company check, Visa, MasterCard, Amex or bank wire. All subsequent orders are COD unless terms are established.

2- Invoices & Terms

Tsunami invoices are issued upon receiving a Purchase Order and individual terms begin based on the invoice date.

Terms are established based on credit application and individual history with Tsunami Glassworks Inc. (for credit application please contact trade@tsunamiglassworks.com).

Tsunami reviews individual Terms annually and reserves the right to negotiate and/or change Terms at any time.

3- Pricing Schedule & Wholesale Status

Please note our 2016/2017 Pricing Schedule and please note the following:

- Tsunami quantity pricing applies to first time orders for all trade. Proof of eligibility is required (e.g. business # and website).
- If you have worked with us in the past there is no minimum on repeat orders once you achieve wholesale status. However, Tsunami Glassworks Inc. reserves the right to change the quantity pricing minimums at any time.
- Maintaining wholesale status – Tsunami Glassworks Inc. reviews accounts annually and reserves the right to change the status to accounts that have been dormant for over 18 months.
- Tsunami reserves the right to change list pricing at any time.



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4- Timing & Shipping

All **Tsunami** orders take, on average, 3-4 weeks to ship. Yes, some take less time but we cannot guarantee this. Therefore, please note the following:

- All resellers **must state** on their website and other marketing materials that **shipping takes between 3-4 weeks minimum** unless alternative terms have been discussed and agreed upon with **Tsunami Glassworks Inc.**
- US customers are required to provide their FEDERAL TAX ID number for customs clearance. Items cannot be shipped without this number.
- To make things easier for our clients, orders are shipped *free domicile* to the US and DDP for international (duties, taxes and fees included). These costs are reflected in the shipping charges.
- Tsunami ships with UPS standard ground for small packages, LTL Freight for ground shipments within North America, and best rate Air or Ocean for international, unless otherwise requested.
- Any additional crating or special packaging is quoted and billed based on the order, if required.

5- Stock & Production

Each Tsunami glass accessory is hand made. Tsunami stock varies from day to day, therefore upon receiving your order we may or may not have the item(s) in stock. If we do not have the exact item(s) in stock, the item(s) will be added to our next production date.

If you or your client requests to see a photo of their order prior to shipping please let us know in advance. Furthermore:

- if you or your client wants additional stock to choose from beyond the item(s) we have sent in the photograph they will need to wait until our next production run.
- if you or your client requests some changes to the item(s) similar to those outlined above then an additional custom charge will apply.(see our Custom Work section for more details)

6- Exchanges

Goods that are damaged at the time of receipt can be exchanged for same goods, provided we are notified by 5 days of receipt. **This policy does not include goods that are not defective, or exhibit minor variations typical of handmade products** such as variance in colour distribution and small bubbles characteristic of hand-blown glass.

All sales are final unless the items arrive damaged in which case, Tsunami will replace the item(s) free of charge.

7- Samples

If you are looking to show a client a few of our accessories, we will happily lend you the pieces you require however, you are responsible for all shipping & handling costs and safe return of goods within 30 days. A valid credit card is required. (If you require the item(s) for a longer timeframe please discuss your specific needs with our team).

Sorry but we do not do consignment.



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We also have Sample Colour Kits:

SAMPLE KITS include physical glass squares of our blended colours in etched and shiny, and a print out of our single colours. These can be purchased for \$50.00 plus tax/shipping- COD). (Single colour 4" spheres are \$30.00).

Tsunami Glassworks Inc – OEM and custom fabrication

Tsunami Glassworks offers designers, architects, restaurants, hotels and more, the opportunity to fabricate custom-designed pieces unique to their specific needs.

Tsunami Glassworks, creator of original designs in hand-blown glass, is pleased to offer our experience and expertise to the trade. Our program consists of hotel and restaurant offerings as well as the unique opportunity for designers and architects to work directly with our master glass blowers in the design and production of custom items in glass.

Please send all OEM manufacturing requests to Kris Gene at kris@tsunamiglassworks.com or call 519-258-7620.

Services & Pricing:

Pricing is determined on a per project basis and can include the following services:

- Prep work
- Technical drawings
- Initial Design consult and layouts
- Mold charges
- Color matching services

(Please see Design Services Price Guide for details).

Delivery:

Estimate 1 week for first sample.

Final production dependent upon revisions, quantity, and other variables.

For all custom work we require:

50% Deposit (includes one revision)

50% Due on delivery

Additional charges may accrue with change of work order after first sample approval. Quantity Pricing discounts available (see Pricing Schedule).

Not sure if what you need is custom?

Any requests for variations to standard colour choices, sizes, or basic forms highlighted on our product lists are considered custom. In which case:



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General Terms of Service 2016/2017

- A 50% non-refundable deposit is required.

Please refer to **Tsunami trade price lists** for our current standard products, sizes, and colour choices.

Each piece of **Tsunami glass** is handmade and therefore **no two items are identical.**