

Special Terms and Conditions

CONDITIONS - In order to qualify for wholesale purchasing, you must have a business license and a state resale tax number and a business where our products can be properly displayed and repetitively sold. Athens Stonecasting has sales representatives throughout the United States. If there is no one in your area, our friendly in house team would be glad to help with placing orders or discuss any questions.

TERMS - ALL INITIAL ORDERS MUST BE PAID BEFORE SHIPMENT! We accept cash, checks(ACH), Visa and Master Card. All payments are to be made in US currency. After initial order Net 30 days credit terms will be considered for customers who submit a completed Athens Stonecasting Credit Application. Notification of credit approval or denial will be forwarded to the customer. Failure to adhere to terms will result in revocation of credit terms. In order to receive discounts from special payment programs, payments must be paid in full and received by or before the invoice terms. **If you cancel your order for any reason once it has been prepared for shipping, a 25% re-stocking fee will be charged. All cancellations must be in writing.**

CLAIMS - When order arrives inspect the outside of pallet for obvious damage and note on the drivers paper work. Please unpack and thoroughly inspect all product upon delivery. In case of damage or problems, claims must be reported within (7) business days of delivery, by fax, phone, or claims@athensstonecasting.com to receive replacements on the next order or a claim number. **ATHENS STONECASTING MAY REQUIRE PHOTO'S TO EVALUATE A CLAIM** and use as feedback. Shipping and handling charges are non refundable. Please note returns will not be accepted without a valid return merchandise authorization issued by Athens Stonecasting claims department, which will include a 25% restocking fee. You are responsible for the safe return of merchandise. Return freight is the sole responsibility of the customer, if you arrange for an outside carrier to pick up your order or decide to pick up your order yourself, you will be responsible for the safe transportation of the products. No claims will be allowed for damages on pickup orders by customer.

FINISHES - All of our items are hand cast, therefore variations in castings, symmetry, minor bug holes, seams, hairline cracks and detailing are anticipated and expected and are not a defect. When items are stained these variations are less noticeable. The color on stained items are hand finished and will vary from piece to piece depending on products finish, texture and porosity giving each piece its unique character. Transparent colors will vary even greater. Highlights will include dark spotting, drip lines, and light areas. In addition, colors will age and weather over time. Applying a clear sealer will help preserve the finish. Due to product being heavy and not boxed it is possible small scuff marks and scratches may occur and are not considered damaged. These can be touched up with provided touch up kits. We can provide more touch up stain if needed.

BACK-ORDERS - Athens Stonecasting does not Back order. Our goal is to ship every order 100% complete but with the amount of items we offer and the seasonal demands it is possible for some items to be out of stock at time of your order. Flag presold items on PO, and we will attempt to ship complete, but this could delay delivery!

COLD WEATHER PROTECTION - Do Not allow products to stand in water, snow or ice during freezing weather. Product may absorb water through its surface and cause cracking, crumbling, and destruction to the finish from the freeze-thaw cycles that occur in freezing weather. We will not make adjustments or refunds for products that are damaged due to freezing.

PRICES - All prices are F.O.B. Athens, Ga 30607. Prices and Terms are effective 7-1-2021 and are subject to change without notice. All weights and dimensions are approximate.

ADD-ON ORDERS - Minimum \$500.00 and limited to one add-on per order. Add on orders will only be accepted within 48 hours of receipt of original PO. Add-on orders will delay shipment.

PICKUP ORDER - Minimum \$500.00. Order needs to be faxed in advance. A credit card must be furnished in advance on pickup orders. Charges will be applied to the card 7 days after being notified order is ready for pickup.