

# Wholesale and Trade Terms

1201 Wing Point Way NE  
Bainbridge Island, WA 98110  
206.965.9302  
shop@graindesign.com  
www.graindesign.com



## Payment

Grain accepts Visa, MasterCard, American Express and Discover. Payment is due at the time of shipment. Wholesalers who desire Net 30 or other terms should contact Chelsea Green (chelsea@graindesign.com) to apply for credit in advance of placing an order. If you wish to make payment by wire-transfer an additional bank fee will apply. Late invoices automatically incur an 8% late fee every month the invoice is past-due.

## Taxes

Within the USA a valid resale permit is required for tax-free purchases, and a copy of the resale certificate must be on file with Grain. International orders are subject to additional fees, taxes and tariffs as required by law.

## Privacy and Security

Grain processes transactions utilizing the latest SSL certificate encryption technologies and meets all credit card association standards.

Any personal information collected on our site or provided over the phone is kept strictly confidential. We will not sell or share customer information with anyone. If you would like to be removed from our mailing list please click the "unsubscribe" link on our newsletter, or contact us for assistance.

## Special Orders

Custom sizes and colors are possible for many Grain products. Please contact us to place a custom order, or for further information on custom options.

## Lead Times

Though we do keep some stock, many of our products are made to order and require 1 - 6 weeks lead time depending on the product and date of order. Please provide Grain with shipping requirements and desired ship dates at the time of order.

## Shipping

We are able to ship our products almost anywhere in the world. Our standard methods of shipment are USPS or UPS depending on the product. We are happy to use your business shipping account if desired. Shipping account info is required for most international shipments. If you direct Grain to ship USPS or another non-trackable or uninsured carrier, this is at your own risk. Grain can not guarantee timely or intact delivery by all carriers.

If merchandise arrives damaged, please notify Grain within three business days and retain all packing materials for inspection by the carrier.

In an effort to make our shipping process as sustainable as possible, Grain purchases carbon offsets for all of our shipments. Please see our ethical policy for more information.

If you have any special shipping requests, please contact us.

## Quality Guarantee

We stand behind the products we make, and strive to ensure all items meet our quality standards. We are happy to repair or replace an item that is found to be defective in its material or workmanship. This does not include regular wear-and-tear from customers or the showroom floor. The choice of repairing or replacing an item is at Grain's discretion.

## Exchanges & Returns

Sales are final on wholesale, trade and custom orders. Shipping costs are non-refundable and all shipping costs are the responsibility of the buyer. If your customers wish to exchange a defective item, please contact us.