

**Kenian Imports, Inc.**  
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Virginia Beach, VA 23451  
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E-mail: [sales@kenianimports.com](mailto:sales@kenianimports.com)  
[www.kenianimports.com](http://www.kenianimports.com)

**POLICIES AND TRADE TERMS:**

A signed copy of our Terms Agreement MUST accompany your initial order

**MINIMUM ORDER REQUIREMENT: \$400.00 - Initial Order. \$400.00 - Reorders.**

**CREDIT CARDS: We accept Visa, Master Card and American Express.**

**NEW ACCOUNTS:** Initial orders by credit card or prepayment please. To establish credit please send three current trade references. Allow 2-4 weeks to review credit references. No COD orders will be accepted.

**ORDERING:** All orders must be placed in multiples of the Master Pack quantities, which are shown on the price list. If you order less than a minimum quantity of an item, we will automatically increase to Master Pack quantity indicated. Sales Orders and Order cancellations must be received in our office in writing via Fax 757-496-4887, or e-mail [sales@kenianimports.com](mailto:sales@kenianimports.com) or [robin@kenianimports.com](mailto:robin@kenianimports.com), or via Sales Representative electronic format. Verbal or telephone orders and cancellations will not be considered valid.

**PAYMENT TERMS:** Net 30 days for customers with established credit. A late fee of 2% per month is added to accounts over 30 days. Delinquent accounts at 45 days past due revert to prepay status. Returned checks will incur a fee of \$50.00. All accounts over 90 days will be turned over Lyon's Credit Services for collections.

**INTERNATIONAL & PROFORMA ORDERS:** Full payment or a 50% deposit is required before Performa domestic orders can be released for packing and shipping. Performa orders are considered a 'Hold for Confirmation' until a check is received. Cancelled orders already packed are subject to a 25% restocking fee. International orders require a credit card or prepayment prior to shipping.

**DELIVERY:** Most items are shipped in 1 to 3 weeks from date of order. No acknowledgement will be sent unless requested. Orders that require shipment within three (3) business days of order receipt will incur a \$25.00 "HOT RUSH" fee. We will do our best to meet your requested date, but it is not guaranteed.

**F.O.B Point: Norfolk, Virginia 23502**

**SHIPPING:** Orders are shipped freight prepaid via common carrier truck unless otherwise specified and freight charges will be added to the invoice. Additional Charges may be incurred for Residential Delivery or Deliveries with Driver Unloading Assistance. NOTE our merchandise is not packed to ship UPS or FedEx and must go common carrier.

**Freight capped at 17% for shipped orders exceeding \$1,000.00. (Within the Continental US)**

(Freight cap shall not apply to discounted orders below our standard wholesale prices. IE: specials, closeouts, factory direct orders, etc.) (Freight cap does not include residential, lift gate and/or driver assistance off loading charges or any additional freight charges.) (17% Freight cap shall apply to shipments using Kenian Imports approved routing or carriers. For Collect, Third Party Routing or Customer Specified Carriers; Kenian Imports will only reimburse 17% freight cap savings based on our prepaid freight rates. IE: The difference between our actual prepaid freight rate and 17% freight cap value.)

**HANDLING CHARGES:** There will be an \$8.00 Handling Charge for each order shipped via Truck. Re-orders below minimum will incur a \$10.00 handling fee.

**DAMAGES & RETURNS:** Any merchandise with visible damage must be noted by the delivery service upon receipt in your warehouse. Any concealed damage must be reported within 7 days to our office. Loss or damage cause in transit must be filed within 7 working days, directly with the delivering carrier. Kenian Imports will supply any information necessary for the completion of your claim. Returns without authorization will be refused. Merchandise returns are subject to a 15% restocking charge. Visit our web site for damage policy and claim form.

**Company Name:** \_\_\_\_\_ **City & State:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**ALL TERMS, PRICES, CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**