

TERMS AND CONDITIONS

ORDERS

Orders can be placed online, via: email or phone.

All orders must include:

- Account number
- Name
- Style name
- Size
- Color
- Wear date

All errors or omissions from customers are the customer's sole responsibility.

Incomplete orders or orders with questions will be deemed to be received on the date that all queries have been answered.

Duplicate orders sent and executed will be the customer's sole responsibility.

Cancellations and changes to orders can only be made in writing within 3 days after date of order. Requests after this period will not be accepted. Absolutely no returns or refusals are accepted on samples without written authorization from Candice Wu Couture. Inc.

Any changes or revisions may affect the shipping date.

Due dates listed on the sales order confirmation or given by Customer Service indicate that the order will be shipped or ready to ship on that day.

Sample orders are subject to Company minimums.

DELIVERY

Samples: 16-18 weeks

Re-Orders: 14-16 weeks

Rush: 8-12 weeks

All rush orders are subject to availability.

Rush fee: Bridal \$100(US), \$125(CAD); Accessories \$25(US), \$35(CAD))

PAYMENTS

All orders are subject to credit approval.

All orders require a credit card on file to secure the order.

Terms: 50% Deposit due when placing the order. Balance due is net 15 days upon delivery.

A late fee of 2% per month will be added to all invoiced not paid within the due date.

The company reserves the right to review and change account terms at anytime.

Any and all legal or collections costs that are incurred in curing past due accounts will be the sole responsibility of the customer and will be added to outstanding account balances.

All requests for credit on invoices that are priced incorrectly or contain other invoicing errors should be sent in writing within 30 days of the invoice date.

A \$35.00 fee will be assessed in the instance of a returned check.