

TERMS & CONDITIONS

New Accounts

- An initial order and completed New Customer Information Form are required to open an account.
- All customers must supply The Model Keepers, Inc. with their state sales tax number.
- All customer accounts are subject to approval by The Model Keepers, Inc.

Orders

- Order confirmations will indicate estimated ship dates. Actual ship dates may shift due to changing circumstances and availability. Back orders will be shipped without notice and as available unless otherwise directed by customer.
- All changes to open orders should be submitted in writing.
- Some items are hand made, slight variation in color/sizing can happen.

Pricing

- Prices may be subject to change without notice.

Payment Terms

- Prepayment of orders is required. We accept payment by credit card (Visa, MasterCard and American Express) or company check. Using a credit card will expedite your shipment. If prepaying by check, allow one week for check clearance.
- Prepayments must include estimated freight charge.
- A \$20 fee will be charged for any returned checks.

Shipping

- All orders are shipped from Vista, CA
- Special routing instructions must be specified or The Model Keepers, Inc. will ship at own discretion. Special handling requests are subject to extra charge.
- The Model Keepers, Inc. will not be responsible for additional charges incurred for inside deliveries.
- International customers are responsible for entry into destination country, including freight forwarder arrangements, customs clearance and all associated broker charges, import duties, customs fees, tariffs and taxes. Shipping and other fees, including storage charges, for orders refused, held or denied entry by customs are the responsibility of the customer.
- Due to the nature of our products, some items will be shipped in oversized cartons, which may result in higher shipping costs.
- The Model Keepers, Inc. does not drop ship or ship C.O.D.

Returns / Claims

- Most products are handcrafted. There may be some slight variation in color, texture and finish. These are not considered flaws.
- Please examine your order upon arrival for any discrepancies. Any shipping damage or loss must be claimed by consignee with carrier. All other claims must be submitted in writing to Customer Service within ten days of receipt.
- No returns will be accepted without an Return Authorization (RA) number. All cartons must be identified with this number. Returns must be received in their original condition at our Vista location.
- Returns may be subject to a 20% handling and restocking fee.
- Unauthorized returns and refused shipments will be charged a 20% restocking fee and all freight charges.
- All cancellations must be requested in writing and confirmed by The Model Keepers, Inc.