



## TERMS AND CONDITIONS

All items are sold in accordance with and subject to Ohio Travel Bag's standard Terms and Conditions. Note terms of sale are subject to change.

### **Product Liability**

It is the responsibility of each customer to determine the suitability of any products purchased from Ohio Travel Bag or our web site for use in their applications. Ohio Travel Bag makes no expressed or implied warranties regarding our products. There are no implied warranties of any kind including merchantability or fitness for a particular purpose. Ohio Travel Bag will, in no event, be liable for any incidental or consequential damages whatsoever, or for any sum in excess of the price received for the goods.

### **Information Warranty and Suitability**

All information provided in this catalog is copyrighted property of Ohio Travel Bag. It is provided solely for the use of Ohio Travel Bag and the Customer whose information is being accessed. This information is intended for historical reference and for conducting business with Ohio Travel Bag. Any other use of information or content, including but not limited to pictures and descriptions is strictly prohibited.

Any content or information accessed by or provided to you from Ohio Travel Bag or is provided AS IS, with all faults. Ohio Travel Bag does not warrant the accuracy, completeness or timeliness of any information or content provided.

### **Brand-Named Items**

Our Branded luggage repair items are meant only for the brand for which they listed. Every effort has been made to list specific models of the luggage for which that item is intended. We cannot sell branded items for luggage other than the intended brand.

### **Policy Modification and Agreement**

Ohio Travel Bag reserves the right to modify this agreement at any time without notice and effective upon posting of the modified agreement on our web site. By accessing this site, you agree to this policy.

### **Prices and Discounts**

Prices are continuously changing due to global economic forces and we are therefore unable to print price lists. List prices and quantity discounts can be found on our website or by contacting customer service at 800-800-1941.

Customers with wholesale accounts are eligible for the following discounts based on annual volume

12 Month Purchases <sup>1</sup>	Discount %
Greater than \$500	5% off each order
Greater than \$1000	10% off each order
1. Discount levels are based on the most recent 12-month purchases. Discount levels are updated monthly.	

**ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

### **Shipping and Delivery**

OTB offers FREE Shipping & Handling on Standard Domestic Orders over \$250

Orders less than \$250 will be subject to flat rate shipping charges based upon product weight, requested transit time and destination.

Please note that there are certain items, due to size, that may require an additional shipping charge. If you ever need the order expedited or if you prefer a certain method of shipping, you may request that, but additional shipping charges will apply. If you prefer we ship via your UPS or FedEx account – just let us know and we'll update your account profile with your carrier account information.

We normally ship all in-stock orders within one business day.

### ***International Shipments***

Shipping charges on shipments delivering outside of North America will be calculated and charged at the time of shipment. International customers are responsible for all taxes, fees and duties for importing into their country.

### ***Minimum Orders***

There are no minimum order restrictions

### ***Special Orders***

A deposit (cleared funds) is required on all non-stock and special orders. Special orders are non-cancellable/non-returnable.

### ***Backorders***

If we were unable to ship your order complete and any items were backordered, the quantity not shipped will be shown in the backorder column on the invoice. Unless you tell us otherwise, we will automatically ship these backordered items to you as soon as they are available. If there are any items on your backorder listing that you do not want, please be sure to notify us right away to cancel these items or they will be shipped and invoiced when they arrive. If there is an important item which you must have shipped with your order, please tell us when you order so we can verify in-stock status.

### ***Returns***

***You MUST call Customer Service for a Return Authorization (RA) before returning any merchandise.***

Returns sent to Ohio Travel Bag without a valid RA number can't be processed and therefore, no credit will be given, regardless of the reason for return.

Returns are accepted only upon the following conditions:

1. A request for a RA # must be made within 30 days of the invoice date. **The RA is valid for 30 days from date of issuance.** A copy of the RA will be emailed or faxed to you. Please enclose a copy of the RA with your returned merchandise to ensure quick and accurate processing.
2. If for some reason you are unable to receive or include a copy of your RA, you must send a packing list along with the returned merchandise. The packing list must contain the following information:
  - a. RA #
  - b. Reason for return
  - c. Original Invoice #
  - d. Date you originally purchased the merchandise.
3. Returns that are not Ohio Travel Bag's error may be subject to a handling and restocking fee of up to 15%, and it is the customer's responsibility to pay for any return shipping charges.
4. No returns will be authorized or accepted for non-stock items, special orders or cut material.
5. Damaged items must be inspected and evaluated by Ohio Travel Bag before approval for credit is granted.
6. If a package is refused or is undeliverable, you will be responsible for shipping charges.

### ***Payment terms***

We accept all major credit cards for payment at time of order (Visa, Mastercard, American Express and Discover). If you would like to be considered for terms, you must complete a credit application. Please call our Customer Service to request a credit application.

Accounts not paid within terms are subject to a 1.5% monthly finance charge.