

Heartland Hobby Wholesale/Arizona Trains & Hobbies Business Policies:

Freight Policy:

\$300 or More Shippable Product:

On shippable orders greater than \$300 HHW/Arizona will grant free freight.

Less than \$300 Shippable Product:

On shippable orders less than \$300 HHW/Arizona will grant a 2% freight allowance.

Aristocraft: will be charged full freight and will not qualify for a freight allowance.

We ship Estes HAZMAT items (engines and igniters) via US Postal Service and we will grant a 2% freight allowance. Aristocraft, HAZMAT and/or sale items cannot be used to obtain the \$300 level free freight. All sale items will be shipped full freight unless otherwise specified.

We want to be able to help you obtain the \$300 level for free freight, however, we will be able to hold items for a period of 2 weeks only. After 2 weeks, any items that we are still holding for you will be shipped with applicable freight applied.

Notes:

***Freight discount will be replaced by free freight if discount exceeds actual cost of freight.**

***Residential and Delivery Area surcharges will not be covered under HHW/Arizona's free freight policy after 6/1/07.**

Return Policy:

NO returns are accepted without prior authorization (Please call HHW/Arizona for a Return Authorization # **BEFORE** returning any product). All returns must be applied for and approved within 30 days of shipment.

Defective or Mis-shipped product returns will be replaced or credited to your account with NO restocking fee. A 15% re-stocking fee applies to any other **AUTHORIZED** return.

Return Requirements:

Return Authorization # posted on the outside of the box.

All items must be received back properly packed and in the same condition as HHW/Arizona sent them.

This includes the removal of all sales stickers without damaging the products packaging.

Back Order Policy:

HHW/Arizona, at the customer's request, will establish back orders on product that is either not "currently in stock" or is scheduled for future release by the manufacturer. The customer agrees that at the time that the order is placed the customer commits him/herself to receive the product (payment being based on the terms and conditions of their account with HHW/Arizona) when the product is shipped to them.

Any refusal by the customer to receive their "back-ordered" product will result in a 15% (15% of the price the customer would have been charged) cancellation charge.

Discount Pricing Policy:

HHW/Arizona has a Tier pricing structure based on your sales volume. If, on an annual basis, you achieve and maintain \$2,400 in purchases from HHW/Arizona you will be granted the Tier I (i.e. greatest discount) pricing. Note this is the discount reflected when building a Sales Order through our Online Ordering System. Your purchases will be evaluated using your start date (i.e. Account Set-up Date) as your anniversary date.