

SAMPLE POLICY

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- ISINGLASS HAS A LIMITED NUMBER OF 'SAMPLE' PRODUCTS FOR THE PURPOSE OF PRESENTING THEIR QUALITY, BEAUTY AND DURABILITY.
- UNUSED SAMPLES RETURNED WITHIN 30 DAYS WILL BE CREDITED AGAINST THE INVOICE.
- ALL SAMPLES KEPT PAST 30 DAYS WILL BE INVOICED AND WILL INCLUDE SHIPPING AND HANDLING.

PROCESS

- ISINGLASS SAMPLES MUST BE REQUESTED VIA PURCHASE ORDER.
- SAMPLES ARE NOT TO BE USED AS A METHOD TO BYPASS A MINIMUM ORDER FEE.
- ONLY ONE SAMPLE ITEM PER ITEM CODE MAY BE REQUESTED.
- NOT EVERY ISINGLASS PRODUCT IS AVAILABLE AS A SAMPLE:
 - LARGE OR SIGNATURE ITEMS ARE NOT AVAILABLE AS SAMPLES.
 - ITEMS NOT IN OUR 'SAMPLE' INVENTORY CANNOT BE ORDERED AS SAMPLES.
- FLEXIBILITY IN AVAILABLE SIZE SHOULD BE ACCEPTABLE AND COMMUNICATED, I.E., IF A B002-550 IS REQUESTED, AND THE ONLY B002 IN SAMPLES IS A 250, THE B002-250 WILL BE OFFERED AND SHOULD BE ACCEPTED SINCE IT IS FOR SAMPLE PURPOSES.
- SAMPLE ORDERS SHOULD SHIP WITHIN 24 HOURS. ORDERS RECEIVED AFTER 11:30AM WILL SHIP THE FOLLOWING DAY. IF THE ORDER **MUST** GO OUT THE SAME DAY, AND THE ORDER ISN'T RECEIVED UNTIL AFTER 11:30 AM, THERE WILL BE AN ADDITIONAL EXPEDITING FEE.
- SHIPPING WILL BE FEDEX GROUND. OTHER OUTGOING SHIPPING OPTIONS MUST BE PAID BY THE CUSTOMER.

SAMPLE RETURNS

- ALL SAMPLES MUST BE RETURNED UNUSED AND IN THE ORIGINAL PACKAGING.
- ANY SAMPLE(S) RETURNED BROKEN WILL BE PAID BY THE CUSTOMER AND WILL BE INVOICED VIA THE PURCHASE ORDER.
- RETURNS MUST BE FREIGHT PAID.
- ALL RETURNS MUST BE AUTHORIZED. CALL ISINGLASS CUSTOMER SERVICE FOR A RETURN AUTHORIZATION.