

Customer Terms & Conditions

"MES" in the following Terms & Conditions means Midas Event Supply
All prices and products are subject to change with no prior notice
All pricing, unless noted otherwise, is in US dollars

California Sales Tax are levied where required by law. Any claim to exemptions from the application of CA sales tax requires the execution of a California Resale Certificate stipulating a valid seller's permit number and intent to resell the goods purchased.

Warranties

Product Type	Surface	Frame	Parts / Labor
Wood Chairs	Paint – 3 months	3 years	
Resin Chairs		3 years	
Plastic / Steel Chairs		2 years	
Metal Bar Stools		3 years	
Tables			3 years
Plate Crates			3 years
Market Umbrellas			3 years
Linen			1 year

No other warranties, expressed or implied. Warranty applies from date of receipt and does not cover damage caused by misuse, improper handling, accidents, failure to properly maintain the product and normal wear and tear.

Stock orders:

Upon receipt of a customer's purchase order or other written notification, MES will, subject to credit approval, consider this a binding contract. Order cancellations or material changes are accepted only at the sole discretion of MES. Orders prepared for shipment or orders already shipped will incur restocking charges of 35% plus any applicable freight charges.

Custom orders:

Upon receipt of a customer's purchase order or other written notification, MES will, subject to credit approval, consider this a binding contract. Orders must be accompanied by a non refundable deposit of at least 70% of the purchase order amount. As production runs for custom products may not, at times, meet exact quantities ordered, MES will consider 10% over or under as an acceptable production quantity and the customer will be billed accordingly.

Credit Policy:

On initial orders, and until normal credit arrangements can be established, customers may be required to post up to a 50% deposit with their purchase orders. Upon credit approval MES will bill customers on a Net 30 basis. We are able to maintain lowest industry pricing by ensuring that our factories are paid on time, every time. Accordingly, failure to observe our payment terms will result in a cancellation of credit privileges and all future orders will require full prepayment prior to acceptance of purchase orders. Company checks are preferred.

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Carrier Release:

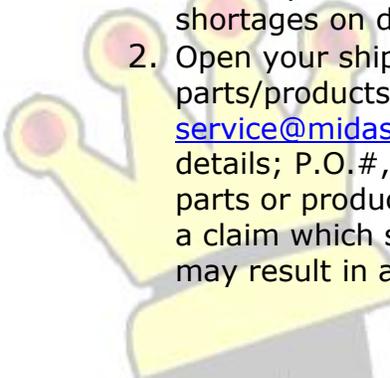
Acceptance of shipments by the Customer's named carrier constitutes an acknowledgement that the order was delivered in good and acceptable condition and releases MES from any further responsibility for safe delivery to your premises.

Return Policy:

Prior to attempting to return ANY orders, full or partial, to MES, you must call MES at 888 250 3113 ext 10 or email MES at returns@midaseventsupply.com. Your message should include the following; your original P.O., the merchandise being returned and the reason you wish to return it. MES will issue an RMA (Return Merchandise Authorization) number & advise you what warehouse location the good(s) should be shipped to. Under no circumstances will MES accept a return and credit your account unless the shipment is accompanied by an RMA. Returned goods are shipped prepaid, we will not accept collect shipments. We accept only returns of stock orders subject to a restocking charge of 25% for goods returned unopened and in their original packaging.

Damage & Loss Claim Procedures:

1. Upon receipt of your goods, check for signs of rough handling ie. rips and/or tears in the packaging. Note these on the delivery bill the carrier will ask you to sign. Also check to ensure you are signing for the correct number of pieces. Failure to note damage or shortages on delivery will generally invalidate subsequent claims filed with your carrier.
2. Open your shipments immediately. If there is concealed damage or missing parts/products, contact MES (888 250 3113 ext 10 or email at service@midaseventsupply.com) within 36 hours of receipt and provide the following details; P.O.#, date shipment was received, carrier and details of the damage/missing parts or products. If we cannot fix the problem to your satisfaction, we will ask you to file a claim which should be filed within 72 hours. Failure to file within the allotted time period may result in a denial of claim.



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