

FRONTGATE TRADE

O U T F I T T I N G A M E R I C A ' S F I N E S T S P A C E S

TERMS AND CONDITIONS

In order to provide you with the highest level of product quality and service we request full cooperation with the Terms and Conditions listed below. Please call a Trade Specialist at **800-692-8073** for any assistance.

Pricing

Frontgate Trade offers a discount off retail pricing as follows:
15% off orders less than \$10,000
20% off orders of \$10,000 or more

This discount is exclusively for members of Frontgate Trade, is not intended or permitted for use by non members, and cannot be combined with any other offer, promotion or discount. Qualifying purchases exclude gift certificates, postage and handling, taxes, cancelled orders, replacement orders, and returns. The discount does not apply to Experience Frontgate items, Frontgate outlet or clearance items, or Bose, Krups, Capresso, All-Clad, Wusthof and Margaritaville products. Quotations for large projects or quantity discounts will be provided upon request, and are valid for 30 days. Frontgate reserves the right to exclude certain items from trade discounts.

Orders

Orders must be placed by the Frontgate Trade and Corporate Sales Department at 1-800-692-8073. Once an order is processed, we are unable to make any changes or corrections to that order but our Trade Specialists will be happy to help you with solutions. You may initiate an order based upon a quotation by calling a Trade specialist or faxing the quotation with your signature signifying your acceptance, to 513-603-1070 within 30 days of the issuance of the quotation.

Payment

Payment is required prior to order placement and may be made in the form of credit card, check, or wire transfer. For special orders, a non-refundable 50% deposit is required to place the order, and the balance will be due prior to product shipment.

Product Warranty

We offer a One-year Quality Guarantee on every Frontgate Product. If the product becomes defective we will repair or replace it up to a full year from the date of shipment. Products returned within 90 days of date of purchase are eligible for exchange or refund, less the cost of postage and handling. Special policies apply to seasonal/holiday décor and personalized merchandise as stated below.

Returns

Any purchase made through Frontgate Trade must have a Returns Authorization. To coordinate a return, please call the Frontgate Trade and Corporate Sales Department at 1-800-692-8073.

We are sorry, but once an item has been personalized or monogrammed it is not returnable.

Seasonal and Holiday décor is subject to the following return policy: All Halloween items must be returned by 11/21 or 30 days from date of purchase (whichever occurs later). All Christmas items must be returned by 1/15 or 30 days from date of purchase (whichever occurs later).

Membership

Membership is not transferable; misuse of membership may result in termination. Misuse includes any resale of Frontgate merchandise in a retail outlet, website or store, transfer of membership, allowing others to use your membership, or submitting false or expired information to establish membership.

Termination and Changes

Frontgate reserves the right, with or without notice, to cancel the Frontgate Trade program at its discretion or to terminate membership in Frontgate Trade.

Frontgate may change these Terms and Conditions at any time, and such changes will be posted in the Terms and Conditions on the Frontgate Trade Website.