

## Wholesale Information

Written by Administrator

Wednesday, 11 October 2006 06:00 - Last Updated Sunday, 26 October 2008 06:46

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### Make an Order

Please submit your order clearly with the code, quantities, sizes, color and any other details you required to [sales@bali-hands.com](mailto:sales@bali-hands.com)

### Make Specials Order

If you have any specials order for products that we don't have in our list please email us all your details requirement with the code, quantities, sizes, color and any other details you required to [sales@bali-hands.com](mailto:sales@bali-hands.com)

### Minimum Order

For wholesale orders the minimum requirement for handicrafts, sandal, handbags sterling silver jewelry is US\$ 1,000 and for sterling silver jewelry minimum order QUANTITY is 5 pcs per design. For ring item, 5 pcs can be contain different size

We cannot take the order for wholesale orders less than the minimum quantity required (for lower quantities, please send us an email using [sales@bali-hands.com](mailto:sales@bali-hands.com) with all your details requirement).

### Payment

50% deposit is requiring before start production. The remaining payment should be paid when the order is 100% ready. The payment is received after all order has been complete before shipment. The order for silver and gold jewelry will take maximum 2 weeks for production depending on quantity. The order for wood art and home interior will take maximum 4 weeks for production depending on quantity.

### Terms of Payment

Remittance of payments is to be made via bank transfers (T/Ts). All charges from the bank transfers are to be paid by the customer. Furthermore, the customer agrees to take all responsibility for any and all import duties on the merchandise in the destination country if applicable. For our bank account and transfer information, please send us an email at [sales@bali-hands.com](mailto:sales@bali-hands.com).

### Prices

Our wholesale prices are quoted in US-Dollars and are not FOB (Freight On Board). Our prices exclude shipping and handling charges. Prices are subject to change without prior notice but will be updated on the website when they occur.

### Shipping cost and Timing

For information about shipping please refer to this page

<http://www.bali-hands.com/shipping.html>, if you need more information please send us an e-mail to [sales@bali-hands.com](mailto:sales@bali-hands.com)

### Tracking Your Order

When your order has been shipped, you will receive an email notification with a confirmation of shipment and a tracking number. You can use this number to track the shipment with the courier.

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### **Cancellation**

In the case of order cancellations, deposit are not refundable

If the order is not accepted by the customers (Final payment not received) for a period of 3 months or more without any confirmation will be declare 'unaccepted' and for the sterling silver jewelry will be melted. Deposits on unaccepted orders are NOT refundable.

### **Damaged or Missing Merchandise:**

We make the effort to ensure that your order arrives in excellent condition. If you have a damaged or missing part, contact us at: [sales@bali-hands.com](mailto:sales@bali-hands.com). If products have been damaged during the shipping, please contact us immediately at: [sales@bali-hands.com](mailto:sales@bali-hands.com)

**Please DO NOT RETURNS the merchandise without contacting us first**