

Wholesale Customers

TERMS & CONDITIONS

Minimum opening order is \$200 minimum reorder is \$150

Shipping: All products shipped UPS. We ship UPS ground, UPS will not deliver to a P.O. Box. Back-orders under \$100 ship via USPS. Orders to Alaska and Hawaii ship insured Priority Mail.

Terms: All first time orders must be shipped as pre-paid by check or credit card payment. We accept Visa, MasterCard, American Express & Discover. For those requesting Net 30 credit terms, please contact us for approval after your first order.

Placing Orders: If you are faxing, e-mailing or placing your order online, you must receive a call or email acknowledging your order from Metric Forrest Studio to be certain that your order was received and is complete. If you do not hear from us within 24 hours of placing your order, please call us.

Back-orders/Substitutions: Sometimes a backorder/substitution will be needed and this will be indicated on your packing list. If you do not wish to receive back-orders, please notify us in writing. If we have nothing on file indicating your preference we will assume it is OK to backorder or substitute similar items as needed.

Damage Claims: Damage claims should be filed immediately with UPS at 800-PICKUPS. Please contact us after filing the claim. Metric Forrest Studio will replace product that was received damaged when notified within 3 days of delivery. Please keep the packaging & damaged goods for UPS inspection.

Returns: Because we make your order one-at-a-time, by hand and to your specifications, Metric Forrest Studio can not accept unauthorized returns. Please call us before attempting to ship merchandise to the workshop. Metric Forrest Studio merchandise is non-returnable unless it was received damaged due to our error or an agreed upon exchange order according to the policy below. Please return items in their original condition in order to receive full credit. Prices must be removed from the product and original tags should be intact. Many returned items are not in re-sellable condition, so there will be a 15% restocking fee assessed to each item that is not in this condition. Items damaged after receipt are not returnable. Exchange Policy: Metric Forrest Studio offers an exchange of product that is no more than six months old when placing a new order. Please call to arrange for the product exchange in advance.

Our Customer Service & Order Line is open Monday- Friday, 9 AM - 4 PM CST.

Call us at 608-255-9080 Email us at orders@metricforreststudio.com
Log-in below with approved user name/password to access wholesale pricing.