

## Educator Account Requirements

- Delphi's Educator Application filled out with complete contact info. Educator applications are available by request or can be completed on our website at [www.delphiglass.com](http://www.delphiglass.com).
- Delphi's Educator Program is geared towards accommodating public and private school systems, non-profit organizations, and government entities.

## Pricing

- Educator prices in this catalog are extended only to qualified teachers, schools and organizations.
- Prices are subject to change without notice.
- Educator prices in this catalog are valid only on order shipped from or picked up at our Lansing, MI Distribution Center.

## Payment

- We accept Visa, Mastercard, Discover, and American Express.
- Please note we do offer purchasing on net 30 accounts as a method of payment. All purchase orders are required to have billing and shipping information, contact information, a purchase order number, and a signature or authorization.

## Shipping and Freight

- Most orders shipped the next business day.
- All prices are FOB Lansing, Michigan, USA.
- UPS and truck freight charges are added directly to the invoice.
- Most truck lines we use offer our customers up to 55% freight discount.
- Please note, all special shipping requests must be submitted in writing.

## Pickup Orders

- We encourage you to visit our warehouse and select your glass and supplies in person. We're open 7 days for your convenience.
- If paying by purchase order, please call ahead to check availability of stock in regards to what is listed on the purchase order. Please note we cannot back order merchandise under net 30 method of payment.
- A copy of the purchase order must be given at the time of sale and adhere to all of the above mentioned policies.

## Glass

- UPS small glass boxes hold up to 12 small or medium pieces of glass. Add \$4.95 per box. UPS large glass boxes hold up to 9 large pieces of glass. Add \$6.95 per box.
- Please note, small and medium pieces of glass **cannot** be shipped in the same boxes as large pieces of glass.

## Special Orders

- Please contact us for information on availability, price, and lead time.
- All special order have a \$50 minimum.
- All Special Orders are FINAL (no returns).

## Damage / Loss

- The carrier accepts liability once merchandise leaves our warehouse.
- Please check all shipments BEFORE signing delivery receipts with either UPS or truck shipments.
- Have the driver note all damage or loss on ALL copies of the delivery receipt.
- For TRUCK SHIPMENTS, file a claim with the carrier and then notify us.
- For UPS SHIPMENTS, call Delphi's Educators Services at 1-800-248-2048.
- Save the carton and all packing materials.
- DO NOT return merchandise to us without our prior authorization.
- DO NOT refuse a damaged shipment; as a result, you may incur additional freight charges.

## Returns

- All returns must have our prior authorization; unauthorized returns will not be accepted.
- If it is our error, call us within 10 days of the invoice date; we will cover shipping both ways.
- All other returns must be made within 30 days of the invoice date; a 15% restocking fee will be assessed.
- All glass, lead, zinc, brass, and copper came sales are FINAL (no returns).
- All "Special Order" sales are FINAL (no returns)

## Donations

- Delphi gives back with our Arts & Education Program. These requests are done on a case by case basis. Please contact Delphi Educator Services for eligibility.