



Wholesale Account Requirements

- Delphi's Wholesale Application filled out with complete business contact information OR a Wholesale pre-approval application may be completed by you on our website at www.delphiglass.com.
- If your business operates within the state of Michigan we will also need a copy of your sales tax license. If you would like to attain sales tax exempt status please fill out, sign and send along a MI Sales and Use Tax Certificate of Exemption – call us for a form.
- *Please note if your account was set up after February 1st of this year you will not be held to this year's minimum.*

Minimum Order (broken down by tier)

(Please note: shipping charges do not count toward sales. Sales are reviewed on July 1st for tier advancement, if you would like your account reviewed prior to this date, please contact us at 800.322.3336)

Wholesale 1

- **Initial Order - \$250 minimum**
- **Reorders - \$75 minimum**
- **Reorders below \$75 will be assessed a \$10 service charge.**
- Annual purchases must exceed \$500 to maintain Wholesale Tier 1 buyer status.

Wholesale 2

- **Initial Order - \$500 minimum**
- **Reorders - \$75 minimum**
- **Reorders below \$75 will be assessed a \$10 service charge.**
- Annual purchases must exceed \$1,200 to maintain Wholesale Tier 2 buyer status.

Wholesale 3

- **Initial Order - \$850 minimum**
- **Reorders - \$100 minimum**
- **Reorders below \$100 will be assessed a \$10 service charge.**
- Annual purchases must exceed \$5,000 to maintain Wholesale Tier 3 buyer status.

Wholesale 4

- **Initial Order - \$850 minimum**
- **Reorders - \$100 minimum**
- **Reorders below \$100 will be assessed a \$10 service charge.**

Annual purchases must exceed \$10,000 to maintain Wholesale Tier 4 buyer status. Additional qualifying terms and conditions may be required.

Pricing

- Wholesale prices in this catalog are extended only to qualified craft related businesses.
- Prices are subject to change without notice.
- Wholesale prices in this catalog are valid only on orders shipped from or picked up at our Lansing, MI Distribution Center.

Payment

- We accept Visa, MasterCard, Discover, and American Express.
- Please note we **do not** offer purchasing on net 30 accounts as a method of payment.

Shipping and Freight

- Most orders shipped the next business day.
- All prices are FOB Lansing, Michigan, USA.
- UPS charges are added directly to the invoice.
- Truck orders are sent "freight collect" and you pay freight charges at time of delivery.
- Most truck lines we use offer our customers up to 55% freight discount.
- Orders shipped to approve wholesale addresses only.

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 you're on a tight schedule, call in your order 2 days in advance and we'll have it ready for you. You will need a credit card to reserve merchandise.

Back Orders

- Delphi typically will not hold out of stock items on back order.

Glass

- Free crating on all freight truck orders.
- Sheet sizes are listed for each manufacturer.
- You may combine full factory glass sheets from various manufacturers for the 30 sheet discount.
- NOTE: Front surface mirror does not count toward the 30 sheet price.
- Glass sheets may be sent via UPS. Full sheets will be cut for UPS packaging as noted in catalog.
- UPS small glass boxes hold up to 12 pieces, add \$4.95 per box. UPS large glass boxes hold up to 9 pieces, add \$6.95 per box.
- Mixed cases are sent via common carrier in steel banded crates which hold up to 30 sheets of glass and are steel banded to a pallet.
- **All glass sales are final.**

Special Orders

- Please contact us for information on availability, price, and lead time.
- All Special Orders have a \$100 minimum.
- All Special Order sales are FINAL (no returns, no cancellations).

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 Wholesale Services at 1-800-322-3336.**
- **Save the carton and all packing materials.**
- **Please DO NOT return damaged merchandise to us without contacting us. There may be different ways in which we need to retrieve the product through the shipper who had shipped the product to you. Always alert us to damages.**
- **DO NOT refuse a damaged shipment; as a result, you may incur additional freight charges.**

Effective date December 1, 2010



Wholesale Return Policy

- **DO NOT return merchandise to us without prior authorization. Please contact us for a Return Merchandise Authorization (RMA) number. Any products returned to us without an RMA will not be processed for credit.**
- **All returned items accompanied by an RMA must be postmarked within ten days of the RMA date given in order for the RMA to be honored on the product being returned.**
- **If it is our error, call us within 10 days of the invoice date; we will cover shipping both ways.**
- **Any merchandise being returned with an RMA must be received within 60 days of the invoice date or WILL NOT be processed for credit.**
- **All wholesale returns are subject to a 25% restocking fee.**
- **All glass, lead, zinc, brass, and copper came sales are FINAL (no returns).**
- **All "Special Order" sales are FINAL (no returns or cancellations)**
- **Regretfully, we cannot give refunds on CD's, DVD's and software products. All sales on these items are final. If a CD, DVD or software product is defective we will replace it with a new one.**

Effective date December 1, 2010