



SAMPLE POLICY

Revised 8/1/09

POLICY

- Isinglass has a limited number of 'sample' products for the purpose of presenting their quality, beauty and durability.
- Unused samples returned within 30 days will be credited against the invoice.
- All samples kept past 30 days will be invoiced and will include shipping and handling.

PROCESS

- Isinglass samples may be requested via purchase order.
- Samples are not to be used as a method to bypass a minimum order fee.
- Only one sample item per item code may be requested.
- Not every Isinglass product is available as a sample:
 - Large or signature items are not available as samples
 - Items not in our 'sample' inventory cannot be ordered as samples
- Flexibility in available size should be acceptable and communicated, i.e., if a B002-550 is requested, and the only B002 in samples is a 250, the B002-250 will be offered and should be accepted since it is for sample purposes.
- Sample orders should ship within 24 hours. Orders received after 11:30am will ship the following day. If the order **must** go out the same day, and the order isn't received until after 11:30 am, there will be an additional expediting fee.
- Shipping will be FedEx Ground. Other outgoing shipping options must be paid by customer.

RETURNS

- All samples returned must be unused and in the original packaging.
- Any sample(s) returned broken will be paid by the customer and will be invoiced via the purchase order.
- Returns must be freight paid.
- All returns must be authorized. Call Isinglass Customer Service for a Return Authorization.

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