

KOKOWARE is an importer and wholesaler of home décor products. In order to purchase from us, each customer must have a state resale tax ID number. Before ordering, please read our [Ordering Policy](#).

If you want to become a KOKOWARE customer, you need to fill out a [Credit Application Form](#) and fax it to us with a copy of your state resale tax back to our office for approval.

Once you have been established as a KOKOWARE customer, you can start ordering from us. Starting from September, 2008, we will issue each active customer a username and password in order to have access to our latest price list and support documents online.

Order Policy

Qualification: All orders must be for qualified companies or persons who can provide a resale certificate.

Ordering: All orders must be written and faxed to our office at 866-235-5656. You can use your own Order form or download the [Order Form](#) from our website.

Price Changes: All prices listed are in US dollars and are subject to change without notice.
Minimum Order: Initial order must be at least \$350.00. Subsequent reorders must be a minimum of \$250.00.

Credit Cards: We accept Visa and MasterCard.

Terms: First order is credit card only. We do not ship C.O.D. Net 30 Terms is available on approved credit. Terms can be established by providing bank information together with three or more trade references. Payment is due 30 days from the invoice date. A finance charge of 1.5% per month will be added to all past due accounts. Account with past due balance will not have their new orders filled.

Shipping: All merchandise is shipped FOB warehouse – Los Angeles, CA. All items that are not shipped are backordered, otherwise specified. Orders are shipped using common carrier. Smaller shipments will be shipped using FedEx Ground or UPS. Unless specified by customer.

Freight Claims: All damaged or defective items must be reported within 7 days from the receipt of the goods. Shipments with freight damage should be claimed with the appropriate carrier. You may contact UPS at (800) 742-5877 and FedEx Ground at (800) 463-3339, to report your claim. For loss or damage by common carrier, we will supply you with all the necessary information to complete your claim. In the event of visible damage or opened boxes, please make a note on the delivery receipt with the delivering employee and hold the original box in question for their possible inspection.

Returns: [Return Goods Authorization Form](#) must be faxed in writing to our customer service department within 7 days of receipt of merchandise. A 25% restocking fee will be applied to all returns. Merchandise can only be returned for credit with approved authorization.