



Wholesale Policies

Business and Privacy Policy - To process your order, we require the following information which is used solely to communicate with you and is not distributed in any manner rented/traded or sold.

This information is used by us to email questions on orders and to process your orders.

Business and Personal Name

Shipping Address

If your shipping address is a post office box #, please provide complete street address

FedEx does not deliver to a post office box

Your phone number

Email address for PayPal payments

Tax ID#

We do not store or handle personal or business credit card information, only credit card payments accepted will be through PayPal. If you do not have an account with PayPal you can easily set one up for free by logging into their website.

Shipping and Handling - We offer two options for shipping. Standard United States Post Office shipments and FedEx.

Most orders that are inventory stock items ship within 7-10 days from orders receipt. Custom orders however, they are shipped according to their production time frame as quoted by us.

If you choose expedited shipping you must email date so we can evaluate whether we can meet your date expectation. If you do not specify a date, we will ship when available.

We will email you a confirmation of your order within 1 business day which will include approximate ETA for your order.

FedEx - Your options are FedEx Ground and Home Delivery. Tracking number will be provided in email once shipment is on its way to you.

USPS - We ship Priority only for the USA and International. International rates vary according to your country. Tracking number will be provided in email once shipment is on its way to you.

We are **NOT** responsible for any local duties or taxes as they are not included in your s&h rate.

Shipping times can vary according to your location, you will receive emails with each step of your order.

Please, note that ALL SALES ARE FINAL. An order can be cancelled by email (no verbal phone cancellations are accepted) within 1 business day after you place the order and receive your email confirmation of timing.

After 1 business day, your order will be processed and cannot be cancelled.

Order Status - We supply over 200 templates and products on 5 web sites, at times there may be delays, and back orders for specific items. Please, email: plrussell@equiltsusa.com if you have a concern about a back order or other product item. We need a email with your name and order number to research your order or answer your question.

If your order does not arrive in the time frame expected and is on back order, we can only follow up when we receive a customer email inquiry which we will respond to within 1 day.

Back Orders - We will ship the bulk of the order within the time detailed in original order. We will not be responsible for s&h on back orders if you request an immediate (within 2 days) partial shipment of an order which takes the usual 7-10 days before it can ship complete. In this case, you will receive an email with the additional charge for s&h on the second shipment.

Your invoice will indicate if an item is on back order. A zero will appear in shipped column with comment on the invoice. If discontinued, it will be noted on your invoice in the comment section.

If you choose **NO BACK ORDERS** then provide that information when placing order.

Returns - All Sales Final. The colors of any product on our web sites compared to actual product may vary due to computer hardware and software used to view product.

We are not responsible for colors not matching the intended use and do not accept returns on this basis.

If the product is defective, please email plRussell@equiltsusa.com with details within 3 days of receipt of the product to obtain a defective product return authorization number. The only returns that will be accepted are those that are sent with a **Return Merchandise Authorization Number** from us.

Our All Sales Final Policy is vital to maintain our low minimum orders at wholesale prices in support of our customer base. We cannot make any exceptions because of the number of orders we process which would force us to raise prices and minimum orders to provide a return/exchange service.

Minimum opening order of \$250.00 (s&h not included) applies to USA and International. Opening order must be accompanied with full payment including s&h.

Orders placed after opening order have no minimum.

All custom orders are to be paid in full before orders are processed.

Payments - Accepted payments are PayPal, Business Check or Money Order. Orders ship once payment has cleared.

Checks returned unpaid by a customer's bank for any reason will incur a \$25 service charge.

Thank you for your visit to our web site.

We appreciate your contacting us and hope to provide you with the highest quality products.

Sincerely,

Patricia Russell - Owner

**Mail orders to:
Equiltsusa.com
6937 Le Havre Way
Citrus Heights, CA 95621**

**Customer service
(916) 257.1737celll
Email: plRussell@equiltsusa.com**

We are a licensed business mail order company and no longer have our retail quilt shop location.