



POLICIES & SERVICES

CREDIT TERMS ON OPEN ACCOUNTS

All accounts must stay current. To establish credit, a Commercial Credit Application and Purchase Agreement must be completed. Upon approval, an account will be opened following a three to four week waiting period. Until that time, purchases must be paid COD or at time of receipt. A 2% discount is applied when payment is received within 10 days of the invoice date on orders over \$100 and if account is current. The discount will not apply to payments received after the 10th day. If full payment is not made within 30 days of invoice, a finance charge of 1.5% monthly on unpaid balances will accrue. Collections action may be taken on accounts that are 120+ days overdue. Also, purchasing privileges for accounts 90+ days overdue will be suspended until they are paid in full.

INSUFFICIENT FUNDS CHECKS

A \$30.00 fee will be incurred by customers writing checks that are returned citing insufficient funds.

STATEMENTS

Statements will be sent monthly to customers with an open account.

CASH ACCOUNTS

A 2% discount will be applied to orders over \$100.00 if paid in full upon receipt of product. No discounts are offered on orders using credit cards for payment.

FAX DISCOUNTS

A 1% discount will be applied to orders received via fax or email (Spokane: jayeness.spokane@gmail.com) (Seattle: info@jayeness.com or www.jayeness.com).

VOLUME DISCOUNTS

Contact your sales rep or customer service rep for information on one time purchase or cumulative monthly purchase discounts.

LENGTH MOULDING

- A 5% discount is applied to orders of 100 feet of a single pattern
- A 10% discount is applied to orders of 300 feet of assorted 40' bundles minimum.
- Box pricing is also available.

CHOP SERVICES & DISCOUNTS

- Cut-down price is \$8 - \$16 per frame.
- A 5% discount is applied to orders of 10 - 19 frames of the same size and stock number.
- A 10% discount is applied to orders of 20+ frames of the same size and stock number.

MAT DISCOUNTS*

- A 7% discount will be applied to orders of 25 – 99 mats.
- A 13% discount will be applied to orders of 100 – 199 mats.
- A 20% discount will be applied to orders of 200+ mats.

FOAM BOARD DISCOUNTS

- A 7% discount will be applied to orders of 3 – 5 cases of foam core.
- A 13% discount will be applied to orders of 6 – 7 cases of foam core.
- A 20% discount will be applied to orders of 8+ cases of foam core.

GLASS DISCOUNTS

- A 10% discount will be applied to orders of 5-9 cases of glass (any combination).
- A 15% discount will be applied to orders of 10+ cases of glass (any combination).

HARDWARE DISCOUNTS

- A 10% discount will be applied to orders of full cases of hardware items that are available in such a configuration. (i.e. *12 rolls of ATG in a box, 10 units of framers points in a case*)

Please call to discuss discounts on greater quantities of any of our products.

THUMBNAIL ROUTER

We will thumbnail router your frame for a \$5.00 charge per route (not per corner) (inserts are included).

DELIVERY SERVICES

We do offer delivery service in many areas. Due to the extent of our delivery schedules please contact a customer service rep for detailed information on your location.

SHIPPING SERVICES

Shipments will be sent with UPS unless other arrangements are requested. Other shipping companies which service our (Spokane) customers include 395 Express, Huber, and H&H Express. A handling charge of \$3.00 will be applied to all shipping orders. Shipping charges will be pre-paid and added to your invoice, unless shipped freight collect.

ORDERING DEADLINES

We do our very best to assure that your orders are complete, accurate, and of the highest quality. Please assist us by placing your order as soon as possible, and by adhering to the following deadlines:

- **DELIVERIES:** We ask that all delivery orders are placed by 11:00 the day before your scheduled delivery.
- **SHIPPING:** All shipping orders must be in by 12:00 noon for shipment on that day.
- **CHOPS & JOINS:** Allow 24 hours for chops and 48 hours for complete frame assembly orders. These time requirements may and will vary depending upon the volume ordered and overall volume.
- **ADD-ON ORDERS:** We will make every effort to fill, but cannot guarantee, add-ons to existing orders beyond the normal deadline.
- **NOTE:** *If you find yourself in a pinch, with a customer that MUST HAVE a piece in a short amount of time, please call your order in on or before Thursday. Once again, this allows us the possibility of drawing from our Seattle warehouse and having it to you as early as the following Monday.*

JAYENESS SEATTLE

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JAYENESS SPOKANE

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