



500 Alakawa St. #114, Honolulu, HI 96817  
Tel. (808) 955-1126 | Fax (808) 946-6480  
www.ipdhawaii.com

## **SALES POLICY**

1. All orders Cash-On-Delivery (C.O.D.) unless credit has been established.
2. A service fee of 3% will be charged on all orders over \$2,000.00 paid via credit card.
3. Minimum Orders:
  - A. Minimum Invoice: \$50.00
  - B. Minimum Factory Special order: \$100.00
  - C. Minimum Neighbor Island order: \$100.00
  - D. Minimum Oahu UPS shipped order: \$100.00
4. Checks accepted with local I.D. only. A \$35.00 service charge will be assessed for all returned checks.
5. Special factory orders (50% deposit may be required) must be picked up immediately upon arrival.
6. All deposits are non-refundable; a credit on account will be issued. Cancellation charges may apply.
7. For accounts on credit:
  - A. Standard terms: Net 30 days.
  - B. Payments to be made from invoice. Statements will be sent only upon request.
  - C. A finance charge at the annual percentage rate of 18% per annum (monthly rate of 1-1/2%) will be applied on all past due amounts.
  - D. Late payments may result in an account credit hold.
8. **RETURN POLICY: If you are not satisfied with your purchase, items must be returned within 10 days, from the date of purchase, along with a copy of the invoice. Items must be in resalable condition, in original boxes, and all parts and accessories must be in unopened packages. We cannot accept any item that was previously installed. Restocking charges vary depending on the factory. Customers will be responsible for all return freight. Credit is contingent upon factory inspection. No Cash Refunds will be given; a store credit will be issued.**
9. All merchandise must be checked before leaving premises. Claims will be handled immediately.
10. Prices are subject to change without notice.
11. Please call your order in so we can have it ready when you get here.
12. We reserve the right to refuse service to anyone.

**BUSINESS HOURS: Monday-Friday 7:00am-4:30pm**