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Credit Policy

Payment Terms and Open Account Terms

Open account terms may be extended to a customer who submits a credit application with trade and bank references satisfactory to Justice Design. All credit information must be provided in writing with a customer authorized signature. Justice Design reserves the right to cancel or change its credit terms at its sole discretion and may require full or partial prepayment or COD payment at any time.

Payment terms on open accounts are Net 30 Days from the date of invoice unless stated otherwise in writing. Merchandise will be invoiced on date of shipment. Payments must be rendered in U.S. funds only. Any cost incurred to enforce the collection of the invoice will be added to the balance due; such costs may include, but are not limited to, reasonable attorney and/or collection agency fees.

JUSTICE DESIGN WILL HOLD PENDING ORDERS ON OVERDUE ACCOUNTS

Credit Hold

An account will be placed on credit hold when it reaches its credit limit, or when any invoice is more than 30 days past due.

The first time an account is placed on hold, all invoices older than 30 days must be paid to release any pending orders. If any invoice is older than 120 days, all invoices must be paid to release the credit hold, and the account will be placed on COD or prepaid status at Justice Design's discretion.

The second time in a twelve-month period that an account is placed on credit hold, all invoices must be paid to release any pending orders. If any invoice is older than 120 days, the account will be placed on COD or prepaid status at Justice Design's discretion.

The third time in a twelve-month period that an account is placed on credit hold, all invoices must be paid to release any pending orders, and the account will be placed on COD or prepaid status at Justice Design's discretion.

Any account that is placed on COD or prepaid status may reapply for terms after 6 months by submitting a standard credit application with references and undergo a credit check.

Returned Checks

For each check returned to Justice Design unpaid by a customer's bank, a \$25.00 service charge will be added to the customer's outstanding balance. Returned checks may affect a customer's credit standing and terms of sale.

Merchandise Claims and Returns

All returned merchandise must have a Returned Goods Authorization (RGA) number provided by Justice Design. The RGA number must be obtained by faxing a request to Justice Design. Include the following information with the request for an RGA: invoice number, PO number, date received, merchandise to be returned, and reason for return.

Non-Cancelable and Not Returnable Merchandise – All large orders for glazes, metallic leafs, faux finishes, non-standard lamping or custom products are non-cancelable and fixtures are not returnable.

Any discontinued item or finish, SOCO, custom finish, custom cutout, custom shape, or non-standard lamping is not returnable.

Damaged Merchandise – Justice Design must be notified within 5 days of customer's receipt of merchandise damaged in shipment. An RGA number will be issued at that time. After the damaged merchandise has been inspected, a credit memo will be issued. If replacement merchandise is needed, a new PO must be placed.

Return Freight – Customer is responsible for paying all outbound and return freight except in the following circumstances:

- Error or mis-shipment is the fault of Justice Design
- Defective product received by customer within the past 30 days
- Merchandise damaged in shipment and received by customer within the past 5 days

All returned merchandise must be properly packed, and must be returned to Justice Design within 5 days of issuance of the RGA. The RGA number must be clearly marked on the outside of each carton returned. If merchandise is not received by Justice Design within 30 days of the RGA date, the RGA will be cancelled.

NO CREDITS WILL BE ISSUED UNLESS THE RGA PROCEDURE HAS BEEN FOLLOWED AND THE MERCHANDISE HAS BEEN RETURNED TO JUSTICE DESIGN. CREDIT WILL BE APPLIED TO CUSTOMER'S ACCOUNT. NO REFUND CHECKS WILL BE ISSUED.