

GUARANTEE

You are assured complete satisfaction with your purchase from Tai Yick Trade. If you have a question or concern, or need to arrange an exchange or refund, please call us at 415-986-0961.

DELIVERY

Most orders are shipped via UPS ground service and are usually delivered in 5-7 business days. Your credit card will not be charged until the order is shipped. In-stock items are shipped with in one business day of our receiving your order. Delivery charges are based on the total merchandise weight per each delivery address. Oversized items, e.g. 30 or larger vase, jar have an additional fee of \$15.00 each. We do not deliver to P.O. Boxes. If we anticipate any delay over 30 days, you will be notified.

RUSH DELIVERY

Express delivery is available at an additional charge. Express delivery orders must be placed by phone no later than 3p.m.(PT) M-F Call for details.

RETURNS AND REFUNDS

Please inspect your order upon delivery. If there is damage or if you are dissatisfied with the item, please call 415-986-0961 or fax 415-986-3351 stating the reason for return or refund. Please address your returns as soon as possible after receipt of itme(s) within (within 10 days of receipt) in order to receive a prompt exchange or refund. (Please note that you are responsible for the safe return of merchandise and all shipping costs.) We suggest that customers return merchandise via UPS or USPS. For any returns on credit card orders, a credit will be issued immediately upon receipt of the returned merchandise in good order.

SALES TAX

For orders shipped to address in CA, please add 8.25% sales tax. Orders shipped out of state are exempt from sales tax.

DELIVERY CHARGES: Standard Ground Delivery (except AK, HI, PR)

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| Up to 1 lb. | \$4.90 |
| 1.1 to 2 lb. | \$5.75 |
| 2.1 to 3 lb. | \$6.25 |
| 3.1 to 4 lb. | \$7.00 |
| 4.1 to 6 lb. | \$9.00 |
| 6.1 to 8 lb. | \$10.50 |
| 8.1 to 10 lb. | \$12.75 |
| 10.1 to 14 lb. | \$14.50 |
| 14.1 to 20 lb. | \$18.00 |
| 20.1 to 25 lb. | \$22.50 |
| 25.1 to 30 lb. | \$27.00 |
| 30.1 to 40 lb. | \$30.00 |
| 40.1 to 50 lb. | \$35.00 |
| 50.1 to 60 lb. | \$40.00 |