

PAYMENT TERMS & CONDITIONS

Payment Terms

- Upon credit approval, terms are net 30 days from the date of invoice.
- A credit line can be established by completing the Customer Credit Application.
- No shipments will be made to accounts that are fifteen (15) days past due or over their credit limit.
- CAL Cards, VISA, MasterCard, IMPAC Government credit cards are accepted at the TIME OF ORDER ONLY.
- There will be a \$50.00 charge for any check returned for insufficient funds.
- Remittance address: 1032 Revere Street, San Francisco, CA 94124.
- We do NOT accept COD orders.



Product Returns

SPECIAL ORDERS AND FURNITURE

Full credit will be issued on unassembled, in-stock furniture returns in new condition with original packaging within 30 days from the date of delivery. Returns of special orders or non-stock furniture will be made at the option of Disabled Veteran Enterprises, Inc. and will be evaluated on a case-by-case basis. Please ask your Account Representative for a complete listing of our in-stock furniture programs.

DEFECTIVE PRODUCTS

All defective Disabled Veteran Enterprises, Inc. Brand products (CEB, CEG, DPS, EXP) may be returned at any time. Refer to [Guarantee Page](#) for information regarding DVE. All other defective products must be returned within the first 30 days from the date of delivery. After 30 days, please contact the manufacturer directly. Disabled Veteran Enterprises, Inc. expressly disclaims any warranties associated with products sold by Disabled Veteran Enterprises, Inc., but a warranty may be available from the manufacturer as indicated in the instructions included with the product. If needed, call Customer Service for assistance in contacting the manufacturer.

SHORTAGES

Please inform Disabled Veteran Enterprises, Inc. of any shortages as soon as possible. Shortage credits requested after 48 hours of delivery will not be honored.

RETURNS ARE EASY! JUST LET US KNOW:

By Phone (877) 822-8846: Have your packing list ready when speaking to Customer Service as your customer number, order number, items to return, a reason for your return, contact information and method of return will be required.

By Fax (877) 822-8845: Circle the item(s) on your Packing List and fax it to us requesting a return. Include a cover sheet with your reason for the return, the quantity and item number(s), and your contact information including phone number.

On-Line: Return to the On-Line ordering site, select Returns from the menu, complete the information, and submit your return request.

Disabled Veteran Enterprises, Inc.
1032 Revere Avenue
San Francisco, CA 94124

Phone: (415) 822-8846 / (877) 822-8846
Fax: (415) 822-8827 / (877) 822-8845
Email: veteran@proudvet.com

Call, fax or click today to see how easy we make doing business.

www.proudvet.com

