

ITALGRESUSA.COM: ORDER PAYMENT, SHIPPING RATES & RELATED POLICIES

Important Note Regarding Shipping Rates (Online): The shipping rates calculated below are estimated according to the carrier's (i.e. UPS/Fed Ex Ground) base rate, the approximate weight of the item(s), plus processing/handling fees, and are based on orders shipped from our Anaheim, CA 92806 warehouse (default origin). Please contact us for a more accurate shipping quote as the need for additional packaging materials and handling costs may apply to most orders other than individual "samples". Drop shipments and other ground transport methods TBD by contacting our E-Commerce Sales Department for a formal quote.

Order Processing, Packaging/Preparation & Shipping Turnaround: For online orders placed during weekdays before 3pm (PST - California), typical order processing, packaging/preparation, and shipping turnaround is 48 to 72 hours (2 to 3 business days). Your order fulfillment time can vary, depending on the amount of materials ordered, warehouse location of supplier, additional packaging time (to secure fragile individual tile/trim contents during transport), available shipping methods, and volume of orders received by our warehouse.

Note About Online Materials Orders & Payment: For your added convenience, and to help expedite order processing for materials requests, some orders are initiated either through contact with our e-commerce support staff, or may possibly be purchased directly from our secure, e-commerce-enhanced web site www.italgresusa.com. We reserve the right to determine final source of payment collection (electronic payment gateway -- Authorize.Net) or manual credit card data input through our retail merchant account(s). When an order is placed direct with www.italgresusa.com, your payment method will be electronically approved for authorization, but "payment capture" for final "settlement" will be determined prior to shipment.

Payment made by you/your agent constitutes acceptance and agreement with ANY/ALL terms and conditions contained herein, or hereafter, ANY / ALL terms/conditions available on our web site <http://www.italgresusa.com>.

Please see http://www.italgresusa.com/help_answer.asp?ID=21#136 for a complete explanation regarding the "Sales Agreement"; "Payment Terms"; and "Return Policies".