



Gaia's World

a division of Forever and a Day

Ceremonial Herbs, Resins, and Other Items

Information and Policies

Effective January 1, 2011

CATALOG: Our catalog is our website, www.GaiasWorld.com. This allows us to update regularly with new products and changes. You may print the pages for a hard copy to keep with your price list. If you are without this capability, we can send a printed copy upon request. Our wholesale pricelist and order form is mailed to approved wholesale accounts. Wholesale prices can be retrieved from the the website, call for the password.

ORDERING: We are available Tuesday thru Saturday from 10:00 AM to 6:30 PM (EST), closed on Sundays and Mondays. If we are not available, please leave a message with your name and phone number and we will return your call as soon as possible. Our Fax (770-516-6959) is available 24 hours a day for orders. You also may email your order to orders@GaiasWorld.com. We DO NOT require a minimum order. However, we do have a minimum shipping charge of \$8.00. It is our policy to have all items in stock. In the event we are out of stock, please reorder.

SHIPPING COSTS AND TIME: Our shipping and handling charge is actual cost in mainland USA. The minimum charge is \$8.00. Orders are shipped freight free in the continental United States if they are over \$500.00 . Orders to Alaska or Hawaii do not qualify for free shipping. We strive to send orders quickly. Packages are shipped UPS or Priority Mail from the Post Office. Display racks are excluded from the free shipping offer.

PRICES: Due to market fluctuations, prices are subject to change without notice. However, we do attempt to keep them consistent with the published price list. Special quoted prices are valid for 30 days.

NET 30 ORDERS: *We are currently not accepting any new net 30 accounts.* On existing accounts it is our policy to add 1.5% finance charge to any invoices after 31 days from invoice date and must be paid. *We do not allow invoices to be paid with a credit card after an invoice is billed as net 30.* We will ship no orders if your account is Past Due.

PAYMENT METHODS: Orders may be prepaid with a VISA or MasterCard credit or debit card. COD is available with an additional charge added. Georgia businesses are required to have a signed Sales Tax Resale Certificate on file. Returned checks are subject to \$35.00 fee.

ERRORS IN SHIPPING: We do our best to be accurate and careful in preparing and shipping your order. If there is an error in your order, please notify us within 5 days of receiving the order.

DAMAGED ORDERS: We make every effort to pack merchandise so it will arrive in good shape. Occasionally there is damage in shipment. If you receive a box of merchandise that is damaged or broken in transit, it must be refused or reported to your freight carrier immediately. If you discover damage after the package is open, call Gaia's World for instructions.

RETURNS: Call for a Return Authorization Number. Returns are handled on a case by case basis. Credit must be requested and merchandise returned within 30 days of original invoice. Send a copy of the original invoice, an explanation for the return, and the Return Authorization Number. There is a 10% re-stocking fee on all returned merchandise other than errors in shipping. All material must be returned in original packaging and in good condition.

QUESTIONS: Give us a call or email us at info@GaiasWorld.com. We are happy to answer any questions.