

Terms & Conditions

Minimum Orders:

Our wholesale orders require a minimum gross order of \$100, and most items also have a minimum quantity requirement. The minimum quantities for orders are within the product lists.

Shipping:

All prices indicated are F.O.B. our warehouse in Auburn, WA. Shipping is charged per UPS/FedEx published rates. Most orders shipped out via UPS Ground. Call us at 1-800- 231-2201 for any specific shipping requests. Please indicate if your order ships to a residential address. A 15% restocking fee applies to all refused shipments. Wholesale orders to Canada take a month or so to reach.

Payment Options:

Wholesale orders must be prepaid via Visa, Mastercard, or American Express card. To request payment terms please contact us for a Credit Application Form. NSF and returned cheques will be charged a \$25 service fee per incident. Further, a 1.5% p.m. finance charge will apply for overdue invoices. Customers with agreed payment terms, please write your invoice number on your check and mail it to:

R. Expo USA Inc.
2703 West Valley Hwy. N
Auburn, WA 98001

Distributors please contact us directly for payment options. A 3% credit card convenience fee will be applied for distributor orders only.

Orders Changes/ Cancellations:

Order changes and cancellations can be made up until the order is being packed by the warehouse. Orders cancelled after packing will be charged a 15% restocking fee. If you would like to change your order, please call us at 1-800-231-2201.

Returns:

Please consider that most of our products are handmade and some unique flaws are characteristics of these products. There may be a color variation from the product pictures. All sizing given are approximate. If you are not satisfied, we accept returns with a 15% restocking fee. Please follow the return procedure below. Returns must be made within 30 days of receiving your package. We will refund the product price less a 15% restocking fee for eligible items that are unused and in a saleable condition. Refund will be made to your original method of payment or as a credit to your account. Special order products are not eligible for refund. Please obtain a Return Authorization Number (RA#) by calling 1-800-231-2201 or emailing info@songofindia.com with your company name, invoice number, the item number, and the quantity of the item you would like to return with the reason for this return. After obtaining a RA#, ship the items to the following address:

R.Expo USA Inc.
RA# _____
2703 West Valley Hwy. N
Auburn, WA 98001

All returns must be well packed in their original packing and shipped in a strong box since most of our products are fragile. Fill the shipping box with enough packaging material so nothing is rattling while shipping. Please note, customers are responsible for all costs incurred for return shipping. Allow 10 business days to process your return. Refunds will not be issued if the products are damaged during return shipping.

Damaged Items:

Please check all packages for damages immediately upon receiving. If a package arrives damaged, report to the carrier immediately while the delivery person is still present. Take pictures of the damage and call us immediately to place a claim with the shipping company.

Please consider that most of our products are handmade and some unique flaws are characteristics of these products. We are happy to help you refund your damaged items within 30 days of receiving your package. Please follow the return procedure outlined under returns.

Missing Items:

If any item is missing from your shipment, please check your box and packing materials thoroughly as some of our products are small. Check your invoice to make sure your item was not out of stock or item was not shipped. If you are still missing the item, we ask that you call us to file a claim for a refund/ credit to your account. We do not replace short shipping items under \$25 value.

Dispute:

All disputes subject to Washington State Courts only.

Out of Stock Items:

While we try to keep all items in stock, some items can be out of stock at the time of shipping. When the backordered items becomes available again, we will call you to inform about the availability. At that time, you may add on to the backorder. Actual shipping charges are charged to the backorders.

Confidentiality:

This is a confidential wholesale website. The content of this site under your login is only to be used by the person who has been provided access and has been approved to view the content of our wholesale website by R. Expo (USA) Ltd. Inc.

Unauthorized sharing of the content of this site is prohibited and may lead to the cancelation of your account.