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All liability for the proper use of logos or trademarks rest with the customer. We assume no liability for trademark or copyright disputes. We reserve the right to photograph or show as samples, any item produced by us, without any liability as to trademark or artwork rights. All logos shown on this website are for display purposes only. No endorsement of products should be implied.

Shipping Delays

Customer agrees not to hold Abletrophies.com accountable for shipping and delivery delays. When your order is shipped from our production facility, it is carrier's responsibility to deliver the order in time allocated according to the shipping method. Late approvals from customers may require expedited shipping methods or in some cases rush production charges.

Graphical Proofs

Orders will not ship unless the artwork proofs have been signed by the customer.

California – Proposition 65 WARNING:

Some of our Products contain Lead and/or Cadmium, chemicals known to the State of California to cause birth defects or other reproductive harm.

Merchandise Exchange and Return

All our sales are final. Our products are personalized and made to custom specifications so they cannot be returned. Once your order is in production, there are no refunds. Once you have approved your order, and your order is in production, it cannot be cancelled.

Pre-production cancellation

Customers are liable to pay for any preparation or setup charges of any work that was completed before the order was signed by the customer. This would include artwork charges and restocking charges if the order is cancelled prior to proof approval and production.

Abletrophies.com does not take financial responsibility for the incorrect spelling of personalization text provided by the customer. It is the customer's responsibility to spell check and proof read personalization text prior to submitting their orders. You are responsible for the artwork and wording you have authorized.

Freight Claims, and Breakage

Each order is physically inspected by our quality control team before shipping. Each

order is carefully packed and shipped to the shipping address provided by the customer. The customer retains ownership of the product when they are accepted by the carrier at our shipping facility. Customers are responsible for filing damage or loss claims, in the event shipping carrier damages products in transit. We strongly advise to retain original packaging, including boxes, cartons, all of the packing material and the damaged items for carrier's inspection. All freight damages must be reported to us and an appropriate shipping carrier within 3 business days of merchandise receipt. All production flaws must be reported within 3 days of receiving the shipment. Do not return merchandise without a RMA (Return Merchandise Authorization) number. In the event that there is a merchandise flaw, we will issue a refund or replace once we have received and inspected the defect in the merchandise. Customers are responsible to pay all shipping costs, custom duties, taxes or tariffs associated with their orders. Abletrophies.com is not responsible for preparing or providing import, export, NAFTA and certificate of origin documentations.

Payment Terms

We accept the following types of Credit Cards (Visa, MasterCard or American Express). In some cases, we can do a Purchase Order, or a company check, but please call us first to arrange this. When providing credit card information, please include your order number, the type of card, the card number, the expiration date and your full name and billing address as it appears on the card. Information regarding account number and expiration dates as well as authorized signatures will be held entirely confidential. When paying by credit card, you will be charged 100% of the amount stated on your receipt as soon as we start working on your order. This secures the merchandise and puts the order into production to be customized.

Check Payments

A Returned Check Fee of \$25.00 will be assessed in the event a check is returned for Non Sufficient Funds. Products are shipped when the funds clear our bank. In the event your order is time-sensitive, we strongly recommend using a credit card.

Purchase Orders and Net 30 Terms

All unpaid invoices shall bear interest at an amount equal to 1.5% of the outstanding balance per month (or the maximum rate of interest allowed to be contracted for by law, whichever is less), commencing upon the date payment is due. Buyer's failure to make timely payment may result in such action as commencement of proceedings for collection, revocation of credit, stoppage of shipment, delay or cessation of future deliveries, and termination of any one or more sales agreements. Notwithstanding any "net" payment provisions specified on the invoice, Abletrophies.com shall have no continuing obligation to deliver Products on credit, and any credit approval may be withdrawn by Abletrophies.com at any time and without prior notice. Abletrophies.com retains (and Buyer grants to Abletrophies.com by submitting a purchase order) a security interest in the Products to secure payment in full and compliance with all sales agreements, and Buyer agrees to execute any additional documents necessary to perfect such security interest. In the event the sales invoice shall be placed by Abletrophies.com in the hands of an attorney for the purpose of collection, with or without litigation, or for the purpose of enforcing Abletrophies.com security interest in the Products, the Buyer agrees to pay any and all costs associated with such placement, including, without limitation, attorney's fees and costs incurred prior to, during, or subsequent to trial, and including, without limitation, collection, bankruptcy, or other

creditor's rights proceedings.

Blank Sample Request

A sample request is a merchandise purchase of blank or randomly engraved items that can be returned within 7 business days upon receipt of the merchandise. A full payment for the merchandise, shipping, insurance and handling fees will be charged to the customer's credit card when the merchandise is shipped.

The customer assumes full liability and responsibility for the sample merchandise in transit and at their location. If the sample merchandise is returned to Abletrophies.com within 10 business days; in the original packaging and original condition (brand new), the customer's credit card will be credited for the cost of merchandise only.

Abletrophies.com will not issue refunds for merchandise returned after 10 business days upon customer's receipt of the merchandise or merchandise returned damaged. Customers are responsible for filing damage claims with the shipping carrier.

The customer agrees to pay all shipping, insurance, and handling charges incurred during shipping the sample items, including shipping and insurance of the merchandise back to Abletrophies.com. Shipping and insurance charges will be billed to the customer's credit card or waived if the customer uses their own shipping account.

Purchase Orders

We accept purchase orders at our discretion from accredited US and Canadian companies and organizations. Abletrophies.com reserves the right to approve or deny purchase order terms. Please email sales@abletrophies.com to request purchase order terms approval.

Purchase order terms must be pre-approved by our sales representatives. Abletrophies.com extends 15-Day or 30-Day Net payment terms on all faxed and electronic purchase orders. All unpaid invoices and purchase orders shall bear interest at an amount equal to 1.5% of the outstanding balance per month (or the maximum rate of interest allowed to be contracted for by law, whichever is less), commencing upon the date payment is due. Buyer's failure to make timely payment may result in such action as commencement of proceedings for collection, revocation of credit, stoppage of shipment, delay or cessation of future deliveries, and termination of any one or more sales agreements. Notwithstanding any "net" payment provisions specified on the invoice, Abletrophies.com shall have no continuing obligation to deliver Products on credit, and any credit approval may be withdrawn by Abletrophies.com at any time and without prior notice. Abletrophies.com retains (and Buyer grants to Abletrophies.com by submitting a purchase order) a security interest in the Products to secure payment in full and compliance with all sales agreements, and Buyer agrees to execute any additional documents necessary to perfect such security interest. In the event the sales invoice shall be placed by Abletrophies.com in the hands of an attorney for the purpose of collection, with or without litigation, or for the purpose of enforcing Abletrophies.com security interest in the Products, the Buyer agrees to pay any and all costs associated with such placement, including, without limitation, attorney's fees and costs incurred prior to, during, or subsequent to trial, and including, without limitation, collection, bankruptcy, or other creditor's rights proceedings.

Resale Purchases

Businesses who are reselling our products receive a 10% discount on orders over \$1000.00

Sizes and Dimensions

Due to the fact that each crystal is cut by hand, actual sizes may slightly vary from sizes quoted. We make every reasonable attempt to display correct size, colors, descriptions, pictures, and pricing of our products and they may not be exactly as shown or described.