



February 26, 2020

COMMERCIAL CHARGES: We reserve the right to apply commercial charges as applicable to orders. Customers will be notified of the applicable charges at the time of ordering.

SMALL ORDER CHARGE: Orders less than \$100.00 are subject to \$150.00 processing fee.

ADMINISTRATIVE HANDLING FEE: Shipping charges billed on a pre-paid and add basis will be subject to an administrative handling fee of 20% of the freight charges.

EXPEDITED SHIPMENTS: Same day shipments may be subject to \$150.00 expediting fee.

CERTIFICATE OF COMPLIANCE: \$25.00 will be charged for C of C's for order line items with cost less than \$500.00.

CERTIFICATE OF ORIGIN: \$50.00 will be charged for C of O's for order line items with cost less than \$1,000.00.

RETURNS: Returned standard items received in satisfactory condition are subject to a 20% restocking charge.

CANCELLATION: Cancellation charges shall be at least 10% of the purchase price of the goods covered by the canceled order(s). In the case of canceled orders for custom product where processing has started, ZCI may charge up to the full invoice price for the material.

BANKING – CREDIT CARD CHARGES:

PAYMENT METHOD	CHARGE
US Currency, Check Drawn on a US Bank, US Money Order, Electronic transfer to our account	No Charge
Major Credit Cards (AmEx, VISA, MasterCard) (Applies only to orders not placed through www.zircarceramics.com)	3.25%
Domestic wire transfer to our bank	No Charge
International wire transfer to our bank	\$50.00
Irrevocable Letter of Credit Drawn on a US Bank, Payable on Sight	\$750.00
Irrevocable Letter of Credit Drawn on a Foreign Bank, Confirmed by a US Bank, Payable on Sight	\$750.00

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