



501 Sumner Street • Honolulu, HI • 96815
Ph (808) 537-6937 Fax (808) 537-6939
Email: orders@leis.net www.nanimakana.com

Updated DEC 2012

Terms and Conditions

New customers are required to pay in advance for all orders before shipment. Payment by credit card is preferred to simplify the payment process. Payment by check may also be made but will delay your order until the check clears. Requests for standard 2% 10 Net 30 Day terms will be accepted with proper documentation and reviewed by our Customer Service Department for approval. Upon approval of Net Terms, customers are required to pay via Company Check or Money Orders. Net Terms payments will not be accepted via Credit Card payment. If you choose to pay via Credit Card you must remain on CC COD terms.

FIRST ORDER minimum: \$250.00 U\$

Order minimum: \$100.00 U\$

Pricing: All product prices quoted are the cost for one unit.
Product prices do NOT include the cost of shipping unless otherwise noted.

Minimum/Multiple on products:

All lei, headbands, tutu clips, hair clips, hair bobbies and ponytail holders are packed and sold in bags of 6 each. Please order in multiples of 6, 12, 18 and so on. We do not break assorted color packs. Several popular product styles are available in single color packs of 6. Please ask us.

Forever Florals®, Island Friends®, Aloha Beauty® products should be ordered in quantities of 3 but may be orders in singles if that works best for you.

Product Damaged by shipper:

Please inspect all boxes before accepting them from the shipper. If any boxes are damaged (smashed, ripped, wet, open) make a notation on the delivery receipt before accepting the shipment. File a claim with the shipper for the value of any damaged or missing product. We strongly suggest that you document the damage by taking pictures of the problem. If you accept the shipment "as is" it will be difficult to file a claim for damages with the shipper on a later date. Nani Makana is not responsible for damage/loss as a result of negligence by the shipping agent.



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Hidden Damage after delivery:

Please notify our Customer Service Department within 5 business days. Provide a detailed description of the concern and provide a digital image of the product problem. Nani Makana will investigate your claim and make every effort to resolve your concern.

Defective Product Concerns:

Please notify our Customer Service Department immediately if you are concerned that a product is defective. Provide a detailed description of your concern along with a digital image of the specific defect on the product. Based on the quantity involved, we may request that the products in question be returned to us for evaluation by our quality control staff.

Selection of a shipping agent:

Nani Makana's preferred shipper is UPS/USPS where a business street address is provided. For customers with P.O. Box addresses, the United States Postal Service will be used. International customers are asked to provide a preferred/suggested shipping agent that they use when ordering from the United States. If one is not provided, Nani Makana will select the lowest cost shipper that can service your area in a timely manner.

3rd Party Customer Shipments

Nani Makana's does not provide a service to ship from our distribution center to your customer's personal addresses. All orders placed by your company will be sent to the shipment address on file that is predetermined upon initial set up. Please be sure to provide us with the accurate and most used shipment address for your account set up.

Transportation Cost:

Transportation cost is added to all orders that require shipping outside of Honolulu, Hawaii.

Contact information:

Customer_care@leis.net
Contact us for any reason
at this email address.

Orders@leis.net
Contact this email address
to place orders.

Mahalo for joining our family of valued customers! -Nani Makana Sales Department