

General terms apply if you order products with C2A Enterprise:

1) **Product prices and discounts.** We count total order value without shipping price that you order with given catalog without any exception. If you use multiple catalogs of products for ordering products, in most of the cases we will provide you certain corresponding discount on total overall order you make with us, but in order to approve such type of discount, we should review every case separately. Discount is counted on current order you are doing with us, however, if you are returning customer who is permanently making smaller size orders, we may assign you special discount in price that excess the standart discount for the class of your orders. Please check current product prices in the corresponding document you may find at <http://www.crafts.ec/> , mean the prices for different classes may change with the time due to different factors, such as changes in currency exchange rate or different prices in product materials.

2) **Order requests.** Send your order request to shop@crafts.ec and we will return you corresponding invoice and estimated time when product will be ready. We always have adequate stock and time of production usually doesnt delay more than 1-3 weeks, but a lot depends on type of product, also how busy we are with current orders and also on amount of products you order with us. Current supply ability depends on the exact product you order.

3) **Payment terms and deadlines.** We accept either full prepaid or escrow service. If you made an order less than \$2500 value, delay with sending practically never takes more than 7-14 days upon reception of the cleared payment, but a lot depends on the order. Deadline for such orders is still 30 calendar days. For orders with value of US\$500 and more, upon request we may use escrow service, but you pay any corresponding fees. Deadline for orders bigger than US\$2500 value is 60 calendar days, but it may be extended if your order is very big, genrally we warn about any non-standart timeframe before you place order with us. If we surpass deadline with sending of your order, we will add corresponding compensation on your order. In any case compensation value or refund value may not surpass the original value of money you have paid to us.

4) **Payment types.** We accept bank wires, credit cards, paypal, moneygram, western union, escrow payments. Any other payment methods are subject to discuss. We do not accept paypal for orders bigger than US\$2500 value. Please use bank wire, escrow payment or any other payment method of your choise. Escrow payments valid for orders bigger than US\$500 and you pay corresponding fees. We may use <http://escrow.com> or any other reputable escrow company on your choise. We also may use <http://ebay.com> to process order, but in this case you pay corresponding fees (that usually about to 5-8% on the value of order), you may find reference for fees on their site. We may reject using your escrow option if we feel it is not secure enough.

5) **Exact items.** With given catalog you can choose exact products and corresponding amounts for the products you are purchasing. Mean, on photo you see examples only, for most of the products the actual variety of products is much bigger than you can see on photos. We always try to send as much variety as possible, as we believe everyone of us only win because of bigger variety of products. However, if you prefer to order exact models from photos, in most of the cases its still ok, just let us know.

6) **Custom orders.** Certainly we accept custom orders, such as we can put some specific name or name of the city, etc, on products. But it apply only for orders with class C and D, and additional fee apply for custom type of orders. Please confirm details with us.

7) **Final prices.** We dont take any handling fee, so there is no any kind of hidden fees. Price for packing, shipping , and any kind of handling work is included into the price of products. You pay the price of products and exact price of shipping. Shipping price depends on shipping mode you choose, total weight of order and your location. Certainly we will give you estimated shipping price upon reception of order details from you, but the final price will be ajusted in moment of sending.

8) **Tax duty.** Exportation from Peru is free. If the given product and purchased amount of products is subject to any importation taxes in your country, this is your obligation to pay them. Please consult local authorities in your country to know terms and importation tax fee that may apply with your order.

9) **Shipping methods.** For small and medium orders we usually use certified airmail or EMS (or FEDEX for Ecuador). Shipping time by EMS usually doesnt take more than 7-10 business days for USA and 10-15 days for Europe and for the rest of countries. Certified airmail is still some cheaper, but it takes visible longer time (normally up to 15-25 days). We do formal complain if you are not receiving order within 1 month, you should send us corresponding request if you are not receiving order after one month since shipping date. Other shipping methods such as sea freight are possible, we are giving conditions upon request, but normally they have sence for a very big orders only.

10) **Shipping prices:** currently available on website of Peruvian post:

<http://www.serpost.com.pe/>

http://www.serpost.com.pe/pdf/Tarifas_Internacional.pdf

http://www.serpost.com.pe/pdf/ems_1.pdf

Note: these prices are in peruvian soles. Please contact us if you have any question about above links or shipping price for your order.

Please use yahoo finances to convert peruvian soles to US\$ or any other currency.

<http://finance.yahoo.com/currency-converter#from=PEN;to=USD;amt=1>

10) **Pictures of products.** If you would like to see full-size high-quality pictures of the products with corresponding measures, please visit our online shops. You can find a links on website <http://www.crafts.ec/>

11) **Legal contract.** By placing order using this catalog of product you are entering in formal contract with C2A Enterprise, registered in Quito, Ecuador at 2004, registration ID is 1722132345001.