



# ORDERING INFORMATION

We sell tattoo supplies to **professional tattoo artists only**. We provide customer service as it pertains to the products we sell. Members of our sales staff are not trained to provide assistance to unqualified individuals or answer how-to questions.

## TELEPHONE ORDERS

Phones are staffed Monday to Friday from 9:30 AM to 6:00 PM, Eastern Standard Time. In order to maintain a high volume of shipping and on-time delivery, additions cannot be made to an original invoice. Additions will be treated as a new order and may be subject to shipping charges and other applicable fees. Orders placed before noon/12pm Eastern Standard Time will generally ship the same day. Our Customer Service Representatives will provide you with an approximate shipping date when you place your order.

## PAYMENT OPTIONS



- We accept Visa, MasterCard, Bank Transfers, Certified Cheques and Money Orders.
- All payments are processed in American currency.
- COD orders are available in the United States via UPS Courier.
- UPS COD orders are payable to the UPS driver in the form of a money order, or certified cheque when the goods are delivered. A copy of the money order may be requested on occasion. Please make your money order, or certified cheque payable to: Eikon Device Inc.
- UPS COD orders are subject to a COD fee of \$8.25. This fee is separate from the shipping fee.
- If payment (money order, certified cheque) is mailed to Eikon, the order will be shipped upon receipt of payment. If you are mailing in a Money Order, it must be an International Money Order.

## STATUTORY HOLIDAYS

Eikon Sales Department and offices will be closed on the following days:

2008:	Labour Day	Monday, September 1
	Christmas Day	Thursday, December 25
	Boxing Day	Friday, December 26
2009:	New Year's Day	Thursday, January 1
	Good Friday	Friday, April 10

## PRICES



All prices in our catalog are valid in Canadian & American currency. While we hope to maintain our prices as long as possible, it may become necessary to adjust pricing between publications. Prices are subject to change without notice due to unforeseen changes in costs and currency exchange or inadvertent typographical errors. Please refer to our website for current prices.

## QUANTITY DISCOUNTS

On certain products throughout our catalog you will see different quantities and their prices, e.g., qty. 1-9 / \$5.50 and qty. 10+ / \$4.95. This indicates a quantity discount where the price is reduced when a minimum number of units are purchased.

## RETURNS AND EXCHANGES

- Color or needles cannot be returned under any circumstance.
- To return a product, please call Eikon at 800.427.8198. A return authorization number (RMA) is required on all returns. Products returned to Eikon without an authorization number will not be accepted.
- Returns will be accepted on any UNOPENED merchandise for up to 30 days from the original invoice date. Please contact us for authorization before returning product.

- All returned merchandise must be in original condition. We will not accept returns on partially used or damaged items. It is the customer's responsibility to pay for any shipping costs to return the product properly, and to ensure it is shipped in such a way as not to damage the original packaging of the product. Returns should be sent in a method that will allow the package to be tracked while in transit. Eikon is not responsible for lost or damaged packages in return shipping. Please return product to:

Eikon Device Inc.  
c/o UPS - SCS  
38465 NYS Route 12  
Clayton, NY  
USA 13624

- Credit amount will include the full cost of the product listed on your invoice. Original shipping charges and COD fees are not refundable.
- Credit will be applied when product has been received and noted to be in good condition. Credit will be made in the form of the original payment.
- A replacement will not be shipped until the original has been received.
- We reserve the right, on occasion, to charge a 10% restocking fee.

## SHIPPING

- We ship all orders via UPS Courier. There are no orders shipped by United States Postal Service or to Post Office boxes.
- We have a wide range of shipping options available. One of our Customer Service Representatives will gladly help you choose the shipping method best suited to your needs.
- UPS will do their best to get your order to you by the quoted date, however, delivery times are not guaranteed.
- All first-time credit card orders must be shipped to the cardholder's billing address. Any subsequent orders may also be required to be shipped to the cardholder's billing address at our discretion.
- Eikon reserves the right to refuse any orders with a residential shipping address.
- Eikon will not be held responsible for any lost, damaged or stolen goods that have been knowingly or unknowingly shipped to a residential address.
- Any color that you purchase from Eikon has undergone strict quality control evaluation when we receive it and before we ship it out. Color must be shipped by air to avoid the possibility of freezing during winter months. The manufacturer recommends that pigment that has been frozen not be used. Color that has been frozen will appear lumpy. If shipped by ground, we cannot be held responsible for any color that has been frozen or appears separated.

## BACK ORDERS

If an item is out of stock when you order, it will be sent to you as soon as it is available. You will not be charged twice for shipping on the same order. All back orders are shipped by ground courier service. We reserve the right to cancel or refuse back orders on items of low cost due to the cost of shipping.

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Regulations that apply to tattooing vary from State to State and even from City to City. Some of the products in our catalog may be subject to laws and restrictions in your area. Your local Health Department should be able to provide you with information about any products and procedures that are regulated in your area.