

Dealer Terms and Conditions

How to open an account

To become a Bluefin dealer, please complete the following documentation. If you have any questions, please call us at 866-350-7070, or email sales@bluefincorp.com.

- Completed Dealer Application
- Copy of a photo ID, such as a driver's license
- Bank Reference
- Personal Guarantee
- Federal Tax ID
- Copy of State Resale Tax Certificate
- One picture of your storefront
- Two pictures of current inventory

Faxing the above to us will expedite the paperwork, but your account will not be active until we receive the original copies of documentation with photographs and we complete credit checks.

Discount rates

Cash: Payments received within 10 days of invoice date are eligible for the cash discount of 5%.

Case Lot: products bought by the case will receive a 10% discount, applied on the invoice.

Credit Card: Credit card purchases receive a 2% discount.

Payment Terms

- New Customers: All orders must be paid by COD check or by prepaid check.
- Existing Customers: Orders shipped with invoice, due upon receipt
- A 15% refusal/restocking fee plus shipping cost will be charged to any refused COD package.
- Returned checks: All returned checks will result in a \$25 returned check fee, which will be added to the dealer account. Bluefin reserves the right to make no further shipments on an open account.
- Overdue accounts: A 1.5% monthly (18% APR) interest fee is assessed for overdue accounts. Bluefin reserves the right to make no further open shipments to an over due account until the balance is paid in full.
- Credit Terms: Upon approval, credit terms are available.

Shipment/Freight

- Shipping method: Most domestic shipments will be sent via UPS ground.

- Freight: Shipping charges will appear on your order confirmation and invoice.
- Special Shipping Service: If a special request for expedited shipping from our distribution center in the USA is requested such as Priority Mail, UPS Next Day Air, 2nd Day Air or 3 Day Select, the full amount for these charges will apply.
- Insurance: All packages are insured if shipped via UPS domestically.
- Shipping Discrepancies: Please be sure to reconcile the number of boxes shipped to the number of boxes received before signing for a shipment. All discrepancies including, shortages, incorrect shipment, damaged merchandise, lost boxes, missing parts, and defective merchandise must be reported within 7 days of receipt of shipment.
- Damaged Boxes: If a box appears damaged upon arrival, it must be reported to the driver immediately. Please follow the carrier's instructions and call us immediately. The original shipping box must be kept for inspection by the carrier and the claim must detail the damaged items. Credit can only be issued if these procedures are followed.
- Shortage or Incorrect shipment: Please contact us immediately (within 7 days) and request a return authorization number (RA#). If the item is in stock (domestically) we will send the missing item to you free of charge otherwise a credit will be issued to your account.

Returns & Warranty Information

- Return Policy: No returns. As these products are being imported directly from Japan no return or exchanges will be allowed. Only in instances of damage on shipment, defective merchandise or incorrect shipment may products be returned.
- All merchandise returned to our USA distribution center must have a return authorization number (RA#), which is obtained by e-mailing or calling Bluefin. Any merchandise returned without the RA# will be refused and the sender takes full responsibility for any loss or damage.

Warranty Issues: Due to fact that all of our products are unique to this market and only carry a Japanese domestic warranty we are not able to provide a USA warranty at this time. Only defective merchandise may be returned to your store for credit or exchange. Bluefin policy is as follows:

The customer must return the defective merchandise (to the original store of purchase) within 7 days of purchase. It will be the responsibility of each dealer to judge the validity of each case. All products must be returned to Bluefin within 30 days for proper credit to be applied. Returns must include the following information: date of purchase, date of return, customer name, address, and contact phone number. If Bluefin finds no defect or the item has been damaged or broken due to abuse or improper use by the customer no credit will be applied.

Bluefin reserves the right to change this policy without prior notice.