

**OFFICE HOURS**  
**MONDAY - FRIDAY 8:30 a.m. – 5:30 p.m. CST**

- **MINIMUM ORDER:** Opening orders must exceed \$500.00 to be accepted. Reorders must exceed \$100.00 to be accepted. A service charge will be applied if the minimum order amount is not met. Please note our quantity breaks and quantity pricing.
- **NEW ACCOUNT:** You may open an account with us through our web site or by faxing in a completed Texas Sales and Use Tax Resale Certificate. Once you complete the new customer application, you will receive an e-mail with your new account number by the next working day. Once you receive your account number, you can register for a web account to view our products and pricing.
- **HOW TO ORDER:** You can order our products online through our website or directly by phone or fax. First orders must be prepaid in full by Credit Card or by COD.
- **DAMAGED MERCHANDISE:** If damage occurs, have box and merchandise inspected by delivering carrier and notify Aime Imports immediately. **(SAVE container(s) with merchandise).**
- **RETURNS:** Returns must first be reported to and approved by Aime Imports. You must return all merchandise unused within 15 days of receipt. All items must be in original packaging including instruction pamphlet, warranty cards, etc. Returns are subject to a 25% restocking fee. **No returns on discount items.**

For your assurance that returned merchandise is received at Aime Imports safely, we suggest you send returns via U.S. postal service, UPS, or Fed Ex with insured delivery. All return shipping charges are paid by the customer.

Our return center cannot process exchanges. If you have found another item on our website or in our catalog that you would prefer over one you have received, please place a separate order for the new item and return the incorrect item for a credit to your account.

Should you need further instructions on a return of defective merchandise, please notify us within 10 days of the receipt of your merchandise.

If you wish to place an order to be picked up at our facility please call 800-445-9437.

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**Thank you for your valued business!**