



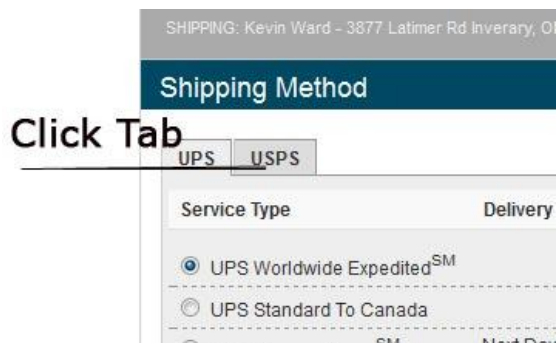
Serving Canada

Global Crafts is pleased to announce a new process for serving our Canadian customers designed to ensure that you have the same access to Global Crafts inventory as our US based customers.

Ordering – Place your orders on our US website accessible via www.GlobalCraftsB2B.com or www.GlobalCrafts.ca – all prices are in US dollars.

Payment – we accept all major Credit Cards and Paypal. Credit Cards are authorized when you check out but only the actual charges after shipping discounts will be captured. PayPal - discounts will be refunded to your account.

Shipments – Please choose Priority Mail International on checkout. Click the **USPS TAB**.



Please note that for large orders the system may not be able to calculate out shipping. In this case you will checkout without a shipping charge and we will contact you.

Our customers overwhelmingly tell us that Postal delivery is much easier and cheaper for receiving in Canada. We may split your order to ensure that each shipment is under a value, size or weight limit. We will charge you the exact shipping cost and refund any over charges to your card or PayPal account. Please expect a pre-discounted rate of around 15%, but this will vary greatly depending on the size and weight of the items you order.

Please allow 14 days for delivery. UPS expedited services are available if you need your order faster.

Shipping Discounts – Orders over \$500 will receive a 30% discount on the Priority International Postal Service rates. Orders over \$1000 ship free by Priority International Postal Service. UPS Expedited shipping will be discounted at 50%.

Shipping discounts will not be reflected in your website checkout, but will be applied manually.

GST/HST – The post office will require you to pay standard taxes upon receipt unless you have an account with them.

Duty – in the event that you are charged duty, brokerage fees or any other import - related fee, you can fax us a copy of the invoice and we will apply a store credit for your next order equal to the duty amount. **Restrictions – Only applies to USPS Priority International shipments.** If you choose to ship UPS you will be responsible for duty charges.

Returns and Damage – Despite our very best efforts some of our items are very fragile and occasionally some items do get damaged. Your order is guaranteed to arrive damage free. Please contact us for return authorization or authorization to dispose of damaged items within 15 days of delivery. Please do not ship back to us without authorization.

All products can be returned within 30 days. For returns that are not damaged you will need to ship the items at your cost to our warehouse in Florida for a refund or store credit.