



## **Costello International Inc.**

2066 W. Henderson Rd. Suite 201  
Columbus, OH 43220

Sales: 1-800-463-9422 \* Fax: 614-824-4302

Visit us at <http://www.costellointernational.com/>

Email: [info@costellointernational.com](mailto:info@costellointernational.com)

Fair Trade Web Site: [www.fairtradefederation.com](http://www.fairtradefederation.com)

### **RETAILER BENEFITS PROGRAM**

- **115% Price Guarantee:**

Costello International will beat any competitor's prices by 15%.

- **Satisfaction Guarantee: Our Old-Fashioned Guarantee**

If you are not completely satisfied, we GUARANTEE you a fast, courteous refund or exchange within 30 days of your purchase...our old-fashioned promise to you! You are the final judge of quality and selection. **Costello International will also pay the shipping.** Please call 1-800-463-9422 and we will send you a USPS shipping label. Please include a copy of your invoice indicating the returned items.

- **Gift Cards:**

Free educational gift cards explain the concept of Fair Trade and authenticate each piece as a Fair Trade product, while telling the history of those who hand craft these lovely adornments. This informative gift guarantee card enhances retail value.

- **Lifetime Warranty:**

Costello International jewelry has been handcrafted with the best materials, carefully finished, and guaranteed for a lifetime. Gift cards that accompany Costello International jewelry includes a lifetime guarantee for your customers. The gift card recommends that a damaged piece be returned directly to Costello International. We will repair or exchange a returned piece at our discretion.

- **Terms:**

Costello International accepts Visa, Master Card, American Express credit cards. 30-day credit terms for approved accounts. Accounts past due 30 days and each 30 days thereafter will be charged a late fee of 2% the past due amount and a service fee of \$20.00.

- **Free Displays:**

Many jewelry collections include free displays. Costello International offers a wide variety of useful display equipment at discounted prices.

- **100% Unsold Merchandise Credit Whenever You Restock!**

After the thirty-day merchandise satisfaction inspection period has passed, you may still return any merchandise in any quantity for 100% credit toward the future purchase of new merchandise. You may use returned merchandise for payment of up to 50% of the value of your next restocking. If restocking credit exceeds the allowed 50% value of the restocking, then the excess credit will be applied to your next restocking. Returned pieces must be adequately packaged. Remove any price tags or stickers and please call 1-800-463-9422 and we will send you a USPS shipping label. This prepaid shipping label is time sensitive and must be used within one week of its arrival. We do not reissue shipping labels. Please include a copy of your invoice indicating the returned items.

- **Fair Trade and Environmental Sustainability:**

Costello International is a proud member of both The Fair Trade Federation and Green America, Organizations dedicated to ending human exploitation In manufacturing and promoting environmental sustainability. Costello International offers you free point of purchase educational keepsake gift cards with details regarding the history and culture of the artisans who make our products. There is a growing movement to support socially responsible foreign manufacturing, fair working conditions and payment of fair living wages. Our goal is to improve work standards and expand markets for low-income rural artisans. This is commerce based on renewable resources, respect, self-esteem, and a better standard of living for producers.

- **Shipping:**

Most orders are shipped within 24 hours FOB our Columbus, Ohio warehouse. Most orders received by 12:00 noon EST are shipped the same day. Most orders received after 12:00 noon EST are shipped the following business day. Guaranteed shipping within 24 hours is an additional \$10.00. Guaranteed same day shipping on orders received by 12:00 noon EST is an additional \$20.00. We ship USPS Priority Mail Guaranteed Three-day Delivery at no extra charge.