

ORDERING & SHIPPING LAGUNA PRODUCTS

Laguna Distributors - Your Best Source of Laguna Products

Laguna Distributors are professional ceramic suppliers. They stock Laguna products and offer service and product support before, during and after the sale. A growing number of companies have adopted a philosophy of "selling cheap" on the Internet and then abandoning customers after the sale; not Laguna Distributors. Located throughout much of North America and many countries worldwide, Laguna Distributors purchase up to 48,000 pounds at a time allowing them to pass product and freight savings along to you. For assistance in locating your local Laguna Distributor, visit www.lagunaclay.com or contact distributors@lagunaclay.com.



Marjon Ceramics
Distributors in Phoenix and Tucson

No Local Distributor?

If you are in an area not served by a local distributor, you may order from Laguna by Fax, e-mail, or telephone. FAX and e-mail ensure quick, accurate and convenient placement of your order. Use the Order Form at the back of this section or access the form at www.lagunaclay.com. For prompt processing of your order, be sure to provide all the information requested on the Order Form.

	Fax	E-mail	Mail	Phone
Laguna California	(626) 333-7694	orders@lagunaclay.com	14400 Lomitas Avenue City of Industry, CA 91746	(800) 452-4862 (626) 330-0631
Laguna Ohio	(740) 439-4268	orders-oh@lagunaclay.com	61020 Leyshon Drive Byesville, OH 43723	(800) 762-4354 (740) 439-4355
Laguna Florida	(407) 365-7135	orders@axner.com	490 Kane Court Oviedo, FL 32765	(800) 843-7057 (407)365-2600

Payment

Laguna Clay accepts VISA, MasterCard, American Express or Discover. C.O.D shipments accepted for Laguna truck and select ground shipments. Customers purchasing more than \$3,000 annually may apply for a credit account by completing an Application for Credit available through info@lagunaclay.com

Purchase Orders

Orders from public schools, military installations and some government agencies are accepted on Net-30 terms when:

1. A signed credit app is recieved
2. An authorized purchase order is recieved

Prices

All prices are subject to change without notice. Orders are filled and invoiced at current pricing.

Sales Tax

Shipments made to states in which Laguna maintains a physical, business presence will be charged the applicable, local sales tax unless the purchaser (1) has a **valid resale certificate** on file with Laguna, or (2) is a government agency providing proof of tax exempt status. A **valid resale certificate** must include a state sales tax permit number and must specifically list the merchandise that will be purchased for resale. *"A seller will be presumed to have taken a resale certificate in good faith in the absence of evidence to the contrary. If the purchaser insists that he is buying for resale property of a kind not normally resold in his business, the seller should require a resale certificate containing a statement that the specific property is being purchased for resale in the regular course of business. A purchaser is guilty of a misdemeanor if he gives a resale certificate for property which he knows at the time of purchase will be used rather than resold or rented by him. Such improper use of a certificate may also cause the purchaser to become liable for penalties."*

Shipping Charges, Damage & Shortage

Prices in the catalog do not include shipping costs. Freight rates for commercial carriers are available from Laguna's traffic department, but they are only estimates and are not guaranteed by Laguna. Without your specific request, Laguna will select a shipping method and shipper, but Laguna does not accept liability for shipping costs or rate discrepancies by a commercial carrier.

Laguna's responsibility for damage to your shipment ends when the shipper accepts the shipment. Examine your order for loss or damage immediately upon receipt - in the presence of the shipper if at all possible. If loss or damage is determined, notify the shipper, and request a claims adjuster to make an immediate inspection. Laguna will support your efforts, but we will not replace product lost or damaged by a shipper. This is the shipper's legal responsibility.

Pallet Charges

A pallet charge is made for every pallet in your shipment. The charge is a fraction of our pallet expense.

Discontinued Items

Laguna sells thousands of items making it possible that at some point in time an item you order may be out of stock. At the time we ship your order, we will note an item ordered but not shipped. We will also note any item "no longer available". **We do not provide advanced notification of an item being back ordered.**

Discrepancy in Shipment - Returning Merchandise

If a discrepancy is noted in your shipment, Laguna must be notified within 10 days of the order's receipt.

All returns must be pre-approved by Customer Service and accompanied by a Return Authorization code. Returns of special order clays and glazes are not accepted. Returns are subject to a 20% re-stocking fee. Items sent freight collect will not be accepted.

Lead Time

Products in stock typically ship within 2 to 3 business days of receipt of order. Custom orders (clay, glaze and equipment) vary with manufacturing backlog. Request an estimated ship date at the time you place your order.

Rush Orders

In a hurry? Ask if your order qualifies for our RUSH service. Qualifying orders placed by noon (Laguna time) ship the same day and incur an additional \$10 processing fee. All rush orders are sent standard parcel service unless you specify expedited shipping (overnight, etc.) at the time of your order.

SHIPPING BY PARCEL SERVICE

Standard Service

Unless otherwise requested, your order will ship standard ground parcel service. UPS deliveries to Hawaii and Alaska are shipped only by UPS Next Day or 2nd Day service. Orders sent USPS to Hawaii are sent Priority Mail. International shipments are arranged with customers prior to shipping.

Expedited Services - Next Day, etc.

A variety of expedited courier and parcel services are available to meet your urgent needs. Discuss these options with your Laguna representative at the time you place your order.



Public Carrier (Trucking) Information

Selecting a Trucker. You may request a specific carrier or Laguna will ship via the carrier we deem most economical. Laguna does not accept liability for shipping costs, change in quoted rates, or for shipping service, claims, damage or shortage. **Both Laguna trucks and LTL carriers make “tailgate” deliveries only bringing the shipment to the end of the truck with the customer being responsible for the remaining unloading and movement of the product into the studio, classroom or factory. In the geographic areas served directly by Laguna trucks, this tailgate policy applies.** Unfortunately, the extraordinary cost of workers compensation insurance has made the practice of drivers carrying materials up and down stairs or manually “stocking shelves” impossible.

Freight Collect. Unless you have an account with the public carrier, shipments are made freight collect with payment due at time of delivery.

Receipt of Shipment. Upon receipt of shipment verify quantity and inspect for visible damage BEFORE making payment. If concealed loss or damage is later discovered, notify the carrier immediately!

Commodity Class. When obtaining a freight quote, you will need to provide the “class” of the items being shipped. If you don't find your item(s) listed below, contact custserv@lagunaclay.com.

Items	Commodity Description	LTL Class	Items	Commodity Description	LTL Class
Clay, All types	Clay, Crude	50	Potter's Kickwheels	Kickwheel (motor or not)	125
Die Rings	Mold/Die steel rings	70	Potter's Wheels (not Kickwheels)	Potter's Wheels	92.5
Drying Cabinets	Cabinets	125	Press - Hydraulic	Machinery, Presses	85
Frit	Frit (glazing compound)	55	Pug Mill	Machinery, Pug Mills	85
Glazes	Glazing Compound	55	Raw Materials (other than clay)	Misc. Glaze Material	55
Hemp	"Machine press scrap rope"	55	Refractory Items	Fire Brick Shapes	50
Insulation	Insulating Material	125	Slab Roller	Machinery, clay working	85
Kilns	China Firing Kiln	85	Assorted accessories, tools, etc.	Ceramic materials	92.5
Lead Silicate	Pigments, Lead Silicate	70	Sodium Silicate	Silicate solution	65
Mixers	Machinery, Mixers	85	Stain	Dry Paint	55
Mold - plaster	Molds, made of plaster	70	Ware Racks	Cart	70
Plaster	Plaster - Calcined in bags	50	Wax Resist	Wax	55
Plaster Die	Machinery, dies	85	Wedging Board	Tops, workbench, steel	70

Laguna Clay Co.

14400 Lomitas Avenue
 City of Industry, CA 91746
 Phone: (626) 330-0631 Fax: (626) 333-7694
 Email: orders@lagunaclay.com
 Byesville, OH (740)439-4355 Fax:(740)439-4268
 Oviedo, FL (800)843-7057 Fax:(407)365-5573



New Customer Returning Customer

CUSTOMER KEY/No. (if known)

ORDER FORM

Customer Name/ Business/ School: _____

Billing Address: _____

City, State, Zip: _____

Phone: _____ **Email:** _____

Ship To Address: (if different) _____

Check here if billing or shipment address has changed Ship Complete Partial Shipment ok?

QTY	ITEM #	DESCRIPTION	PRICE	TOTAL

NOTES:

Customer Agreement to Pricing

Use Next Page for Additional Items

*All orders are shipped and invoiced at current pricing and is subject to change without notice. Tax collected on shipments to CA, OH and FL except to resellers with authorized card on file (see below).
 Resale Card Enclosed Card on file w/Laguna

Payment: Check or Money Order Enclosed (If check is returned for any reason, Laguna Clay is authorized to charge the account for the amount of the check plus a service fee of \$30.00.)

OR Charge to: Visa MasterCard
 Discover AmEx

Card No: _____ EXP: _____

Signature: _____ CVC: _____

Sub Total (all pages):	
Tax:	
Freight:	
Net Weight:	
Total Due:	

Sales Order #

