



[www.decorativewoodware.com](http://www.decorativewoodware.com)

## TERMS AND CONDITIONS

### CREDIT POLICY

All orders are subject to approval from our Credit Department. All accounts who are either past due or over their credit limit will be put on credit hold by the Credit Department. The Credit Department will not be able to release your order to manufacturing until the account is current, at which time it will be scheduled for production. Orders over \$1,000.00 may require a 50% deposit.

### FREIGHT

Normal Company freight charges will apply. A crating charge of \$20.00 net per rod will be added for all custom rods over 100". A crating charge for curved or bay rods will be \$30.00 net.

### FREIGHT DAMAGE

Please inspect all shipments, upon receipt, for freight damage. If a shipment is received damaged, please sign the freight Bill of Lading "damaged upon receipt." You will be responsible for all damaged freight not properly noted on the Bill of Lading. All concealed damage must be reported to the freight company within 24 hours. Claims must be filed within 15 days.

If you receive defective merchandise (not freight damage) or incur shortages, please contact our Customer Service Department within 24 hours.

### RETURNS

We accept returns of stock merchandise within thirty (30) days of purchase, as long as the merchandise is in its original, unopened packaging and is current stock. All returns must include a Return Authorization Number (RA) and your original invoice number. There will be a 20% restocking fee for all returns which are not due to company errors. NOTE: NO RETURNS ON CUSTOM MANUFACTURED ITEMS.

### QUALITY CONTROL

Classic Collection and European Ambiance finish samples represent the standard base finishes we manufacture and we always endeavor to achieve the best possible color match; however, these samples can only be regarded as a guide. Since all colors are hand finished, there can be noticeable differences between the sample and your finished product.

### COMMISSIONED CUSTOM FINISHES

Custom painted colors are available at a surcharge when an exact match to existing woodwork, wall coverings, upholstery or drapery fabric is required. Strike-offs on custom painted colors are required, at a \$50.00 retail surcharge, and sent for approval prior to manufacturing your order.

### CANCELLATIONS

Since all custom orders are made to your specifications, they cannot be cancelled once production has begun.

### DELIVERY

Unfinished custom products will be shipped in a minimum of ten (10) working days – custom finished products will be shipped in a minimum of fifteen (15) working days.

### RUSH CHARGES FOR CUSTOM PRODUCTS & FINISHING

Less than 5 Working Days – Available ONLY for unfinished custom products	Add 30%
Less than 10 Working Days	Add 30%
Less than 15 Working Days	Add 20%