

# METHODS OF PAYMENT

**New Customers:** First time orders 50% downpayment, balance due on delivery (check or credit card)

**Existing Customers:** Net 30 terms once credit has been established

\* CREDIT CARD PAYMENTS ARE SUBJECT TO 5% FEE FOR WHOLESALE ACCOUNTS



## IMPORTANT INFORMATION

You should carefully read the following Terms and Conditions. Your purchase or use of our products implies that you have read and accepted these Terms and Conditions.

## Terms & Conditions of Sale

### Freight

Prices listed do not include freight. All items are F.O.B. from manufacturing facility. Most shipments are sent via UPS Ground, others use a common freight carrier. Please contact us for alternative methods of shipment.

### Sales/Use Taxes

Prices are subject to taxes assessed by the state, city or other taxing authority at place of delivery. We must have a sales tax exemption certificate on file for all distributors.

### Payment Terms

Net 30 days upon establishment of credit. When no credit has been established, 50% deposit is required with order before production begins, balance of order shipped C.O.D. Visa and Mastercard payments are accepted, contact your sales representative for details.

### Order Information and Acknowledgment

Our Order Acknowledgment form will govern the transaction. Customer's acceptance will be considered final and binding, unless notification is given within 3 working days of acknowledgment date.

Orders with missing or incorrect information will be scheduled for production upon receipt of correct and complete information or approved drawings. Orders held unentered or unapproved for more than 45 days will be considered and subject to a 15% cancellation charge of the quoted product price for production drawings.

### Order Changes and Cancellations

In general, orders are scheduled for a 4 week lead time. For orders with special pattern work, finishing or mounting may require additional production time. Rush orders may be accommodated, depending on order size and finishing specifications. If air shipment or overnight service is required, customer will be responsible for freight charges, provided the order has shipped within the agreed upon date. Please contact us for more information and your delivery date requirements.

### Delivery

All standard line items in our catalogue qualify for this program. This excludes orders with special modeling, pattern work, special artwork or custom mounting.

### RUSH Shipments (5-10 Days)

Orders for our 5 day RUSH delivery will be charged a 100% rush charge with a minimum charge of \$500.00 per piece. Orders for our 10 day RUSH delivery will be charged a 50% rush charge with a minimum charge of \$200.00 per piece. We have the right to refuse this service to a customer at time of order.

If our delivery commitment is missed the premium charge will be removed and we will pay all next day delivery charges. Please contact one of our customer service representatives for more information about our RUSH delivery system.

### Transit Claims

Upon receipt of shipment, the customer must inspect for damage or shortage. Claims for damage, concealed or otherwise, must be reported to the carrier and your customer service representative within 5 days of receipt of merchandise. If damaged goods are received, it is important to retain the product, package cartons, and all packaging material in the exact condition as it was delivered until an inspector arrives and completes a damage report. Please call us for more information on contacting the freight carrier and arranging an inspection.

### Material Acceptance

All claims for defects, errors, or shortages must be reported to us within 7 days after delivery has been made. Failure to do so shall constitute acceptance and a waiver of any defects, errors or shortages.

### Returned Goods

Return of material is not allowed without prior verbal or written authorization by a customer service representative. We will provide a Return of Goods Authorization slip and arrange pickup with our carrier. Returned items subject to a 25% restocking fee.

### Warranty

We warrant all our products to be free from defects in craftsmanship and materials for life. The warranty on coatings is 1 year. Our warranty is extended only to purchasers acquiring the product directly from us or one of our authorized dealers. Our obligation is limited to repair or replacement, at our option. We will arrange for all returned shipments at our own cost. No other warranty expressed or implied is granted. We are not liable for any incidental or consequential damages associated with use, removal or reinstallation. Buyer is responsible for all costs associated damaged goods to to misuse or improper installation.

### Artwork Charges

Customer Supplied artwork must be process ready without requiring manual or digital touch-up. A price for artwork adjustment or cleanup will be quoted as an additional charge. Artwork will not be returned unless arranged at the time of order.

### Designs & Colors

We reserve the right to ship our most current designs. Due to minor variances in the manufacturers production run, colors may have subtle differences. We offer no warranty protection against these minor variances.