

## TERMS OF ORDER

- A 50% deposit is required to place order. Once an order is placed, it may not be cancelled.
- Balance in full is due upon completion. Once the balance is paid, we will schedule delivery.
- Walk ups charges begin after the second flight at a rate of \$20 per flight per piece.
- It is the client's responsibility to ensure the product will fit through doorways, hallways, elevators, stairs, etc. Should you need assistant insuring fit, please ask a sales associate about options prior to production. If upon delivery knock down services are required, additional charges will apply. If merchandise needs to be returned to our factory, you will incur additional delivery charges.
- Should you need to reschedule your delivery, please reschedule a full business day in advance otherwise you will incur a second delivery charge.
- Upon delivery, please thoroughly inspect the item(s). In the rare event an item arrives in a condition other than expected, please clearly note the delivery receipt. All delivery receipts must be signed.
- If delivery is not taken within 30 days of completion, storage charges will apply and be billed monthly. Storage rates are \$200 per month per piece.
- Production does not begin until all fabric, COM forms and diagrams have been received.
- If you have a desired product completion time, discuss with your sales associate about options.
- Merchandise pick ups are available Monday through Thursday between 8AM-3PM and Friday 8AM-12PM. An appointment will need to be made at least 24 hours in advance. A \$45 handling charge will be applied per piece. Floor samples are sold "as is" and are final sale.