



TERMS & CONDITIONS

ORDER ACCURACY

To ensure your satisfaction, we require a client signature on file accepting our "Terms & Conditions" and a signature on every "Sales Order" prior to processing your order. Please review your Sales Order thoroughly for order accuracy and ship dates. We will not be held responsible for discrepancies in final product.

LEAD-TIMES

Our normal lead-time for standard product is 8-10 weeks and custom products 14-16 weeks from receipt of fabric. Our lead-times can vary depending on our production schedule. We do accept orders for expedited production for a premium. All quoted ship dates are estimates only and subject to changes. Orders cannot be cancelled due to longer lead-times.

C.O.M. (customers own material)

Production / lead-time does not start until we receive a customer's material.

PAYMENT - We accept cash, check, Visa, MasterCard or wire transfer.

Custom Orders and Orders of \$2500.00 or less are due in full at time of order. A 50% deposit is required on all orders greater than \$2500.00 before an order is placed into production. Final payment is due prior to delivery or release of an order. All Deposits are non-refundable after 3 business days.

CANCELLATION / CHANGE ORDER

All our furniture is made to order and cancellation is not an option after 3 days from date order was placed. Orders cannot be cancelled because of longer lead-times. Change Orders will not be accepted after 7 business days.

SHIPPING

All furniture is inspected and certified prior to leaving DRNC facility. Goods become property of determined carrier once shipped. We are not responsible for damages during transit nor are transit damage grounds for cancellation. We will make any necessary arrangements to repair or replace product to customer's satisfaction upon shipper authorization. All damaged furniture needs to be noted on BOL or delivery ticket at time of delivery. If a customer specifies an alternative shipping company, packaging or crating charges will be extra.

WARRANTY

Upholstery frames carry a 5-year warranty on normal use and cushions 2 years.

Company: _____

Name: _____

Signature: _____

Date: _____