

TERMS & CONDITIONS

PAYMENT TERMS

- Accepted forms of payment include ACH, Check, Credit Card & Financing.
- All orders with new product require a deposit before an order is sent to the manufacturer.

Order Amount	Deposit	Remaining Amount Due	Net
Up to \$5000	Payment in Full		
\$5001 +	75%	25%	30

- A 3% convenience fee will be charged for credit and debit card transactions.
- The client is responsible for payment of furniture delivered, for complete or partial deliveries. Furniture may have a punch list of items to be finished after delivery. If this occurs, the order total minus 10% is due according to terms. The remaining 10% is due at the completion of punch list items.
- All payments must be met by the payment deadline listed on the invoice. Balances that are unpaid after the payment deadline are subject to a fee of 2% interest rate on the amount due every month.
- Furniture will be held for one month past the original delivery date without a storage fee, when the delay is not within Warehouse of Fixtures control. After the first month a \$.50 per sq. ft. storage fee will be assessed monthly.
- Customers that elect to schedule multiple delivery dates will incur a delivery fee each trip.

DELIVERY POLICIES

- When incorrect delivery information is provided, we reserve the right to refuse to complete the delivery. We reserve the right to assess an additional charge (*example: stairs not listed on the site conditions*).
- If the area where the product is being delivered is not ready for the delivery crew, a fee of \$85 per man hour will be assessed while the crew waits. The wait time will be logged, and the client will be billed.
- Requests for work not in the original scope will require a signature approving the additional charges before the work is performed.
- If construction delays or other causes not within Warehouse of Fixtures control force postponement of delivery and/or installation, the product will be considered accepted by the customer for purpose of payment and stored until delivery or installation can be resumed. Fees may apply, see storage fees under payment terms.
- Manufacturer lead times vary based on the products you select. Your representative will guide you through the proper solution based on your project requirements to meet your preferred delivery date.
- Customers that elect to pick up and/or install their purchase, are welcome to do so. However, we recommend professional installation and will not honor any warranty on self-installs. Warehouse of Fixtures is not responsible for missing parts, damage, or defects for self-installs. Service calls will be charged for labor and materials and will be scheduled at our discretion.

CANCELLATION & RETURN POLICY

- After an order has been placed for new furniture or a non-returnable product no cancellations, returns or exchanges are permitted.
- Used furniture can be returned within 5 business days of the purchase in the same condition as received, less the cost of Delivery/Installation/Pick up and with a 35% restocking fee.