

TERMS & CONDITIONS

August 2024

PAYMENT TERMS

1. Accepted forms of payment include ACH, Check, Credit Card & Financing.
2. All orders require a 100% deposit before an order is converted. **Financing options available.**
3. A 3% convenience fee will be charged for credit and debit card transactions.
4. The customer is responsible for payment of furniture delivered, for complete or partial deliveries.
5. The customer may be invoiced for product based on their original scheduled delivery date, due to a delay caused by the customer.
6. 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.
7. 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. (Minimum fee is \$50 per month)
8. Customers that elect to schedule multiple delivery dates will incur a delivery fee for each trip.

DELIVERY POLICIES

1. 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*).
2. 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.
3. Requests for work not in the original scope will require a signature approving the additional charges before the work is performed.
4. If construction delays or other causes not within Warehouse of Fixtures control force postponement of delivery and/or installation, the product will be stored until delivery or installation can be resumed. Fees may apply. (see above #7 storage fees under payment terms)
5. 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

1. After an order has been placed for new furniture or a non-returnable product, **no** cancellations, returns, or exchanges are permitted. Exception when furniture is damaged upon receipt.
2. 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.

Customer Signature

Date