



Terms & Conditions

NEW ACCOUNTS

All new accounts will be processed as C.O.D. pending approval of credit. A signed, fully completed credit application and charge card authorization are required From all dealers. Prepayment is required for all sampling regardless of credit terms.

OPEN ACCOUNTS

Terms of Payment - All balances must be paid within 30 days from date of invoice.

Special Terms

Some large orders or Shutters orders require a deposit. Prepay customers must submit payment prior to production of order(s).

Past Due Balances

Orders will not be processed on accounts that are past due. You will be notified by telephone or letter so the account can be brought current. A 2.0% late fee will be assessed monthly on all past due balances.

C.O.D. ACCOUNTS

Orders shipped C.O.D. will contain all charges pertaining to that order. C.O.D. accounts will be responsible for all C.O.D. charges. C.O.D. orders that exceed your purchasing limit may require deposits.

TELEPHONE/FAX/EMAIL ORDERS

All verbal and telephone orders are accepted as the dealer's responsibility. Each order will be repeated back by the order taker; however, we recommend the use of mailed or faxed order forms to avoid any possible error. Colors on faxed or emailed orders will be entered according to the color number given. In the case of conflicting color and product type, the color number will take precedence over the product type. All contract quotes must be fully signature & faxed or email in for order entry.

DUPLICATED ORDERS

Expo Windows Fashion, Inc. cannot be responsible for duplicated orders caused by a telephone, email or fax order being followed by a duplicate order which has not been marked clearly as "Confirmation only, do not duplicate".

CANCELLATIONS

Our products are custom made to your specifications and may not be canceled if the order is in the process of fabrication. If you must cancel your order, please call the Customer Service Department immediately. They will advise you if the order can be canceled and provide you with a cancellation number. If the order has already been cut, a minimum charge of 50% will apply.

RETURNS FOR REPAIR

Contact Customer Service prior to the return of any order for repair. We will request the date of the work order, side mark, type of product and Blind and Shutter work order/reference number. Arrangements for return will be made with you at that time. Repairs should be packaged with care prior to shipping. The package should be fully identified both inside and outside the wrappings and should contain confirmation of the verbal repair instructions. Customer Service will advise as to how the merchandise should be returned. Freight expenses incurred on repairs are the responsibility of the dealer. Chargeback's for unauthorized repairs or additional installation cannot be honored. Merchandise that has been mishandled, abused or is received in poor condition will be returned to the customer.

PRICE CHANGES

All prices and price lists are subject to change without notice.

RETURNS FOR CREDIT

We can accept returned orders only if prior authorization has been obtained from the Customer Service Department. Customer Service will advise how the merchandise should be returned.

BACK ORDER NOTIFICATION

From time to time our suppliers are unable to ship the necessary raw materials or provide specific ship dates of these materials to fill your order. Our policy is to notify our customers of all back orders within 48 hours after receipt of your order, so you can re-select or notify your customer of a delay.

FREIGHT

Freight will be prepaid when shipping to commercial locations provided packages fall within small package carrier shipping guidelines and are shipping within the Continental US. Full freight charges will be assessed on any shipment made outside the Continental US. We will charge a \$3.00 per blind handling fee on all small package carrier shipments. Drop ship orders will be assessed a \$4.00 per blind handling fee.

Freight Surcharges

- \$3.00 per blind handling fee on all deliveries
- \$4.00 per blind on any drop shipment
- \$5.50 per order on any C.O.D. Shipment. This is in addition to the per blind handling fee.
- \$70 on any shipment containing blind(s) or valance(s) that exceed 84" in width or length on vertical blinds. This is an addition to the per blind handling fee.
- \$70 freight charge for each case or single arch 48" and over (we recommend ordering case quantities)
- \$15 per box charge for each sunset arch up to 48".
- Order re-ships/drop ships due to incorrect address information will be charged actual freight.
- Blinds produced out of normal width or length specifications will be charged actual freight.

Multiple Blinds on one Headrail

We do not recommend multiple blinds on one headrail over 102". Unless blinds over 102" are Pickup & delivery truck by Customers to your place of business we will not warranty freight damage or repair/remake under our existing warranty. All costs associated with freight damage are the sole responsibility of the dealer. It is our recommendation that 2 or 3 individual blinds are ordered with one common valance in order to avoid possible freight damage.

FREIGHT DAMAGE (Must be reported within 7 days of receipt)

If you suspect freight damage, contact Customer Service immediately. The damaged merchandise will be returned to Expo Windows Fashion, Inc. for repair or replacement. Contact the Customer Service Department for further information. Reorders for replacement are the responsibility of the consignee. If you discover concealed damage, retain all packing materials and contact the Customer Service Department.

COMMON CARRIER

All Shipments are FOB factory. If you suspect freight damage **REFUSE** the shipment. The merchandise will be returned to Expo Windows Fashion, Inc. for inspection. After inspection, a repair or replacement will be made. Contact the Customer Service Department for further information. Reorders for replacement are the responsibility of the consignee. If you discover concealed damage, retain all packing materials and contact the Customer Service Department immediately.