

TERMS AND CONDITIONS

Imperial Woodcraft

1. Payment Terms

A line of credit may be established upon acceptance of satisfactory references and the completion and signing of credit application. All new accounts are required to submit a 50% deposit of the order amount prior to the order entry, and balance at the time of pick up. Imperial Woodcraft standard terms are Net 30 days. Discount or credit terms may be changed or cancelled at any time.

If payments are not made according to Imperial Woodcraft terms of sale, New orders will not be scheduled, and held by the credit department, the unpaid balance shall be subject to late charges of 1.5% per month, or 18% per year. Factory authorization must be approved prior to incurring any repair charges or charge backs.

The customer will be liable for any cost incurred in attempting collection of past due amounts, including attorney fees, whether or not a lawsuit is pursued.

Please respect these terms in order to protect your account standing.

Possession of this price book does not constitute authority to purchase. Company checks, cash, are terms of payment for approved accounts.

A \$35.00 fee will be charged for returned checks.

Hours; Order Desk/Customer Service: Monday - Friday - 8:00 a.m. to 5:00 p.m. PST.

Shipping & Receiving: 8:00 a.m. to 4:00 p.m. PST.

2. Prices

All prices are suggested retail and are subject to change without notice. Every effort is made to notify all customers of any changes.

All prices are effective with the date printed on the cover of List Pricer, and supersede all other published prices.

An order acknowledgement will be faxed or emailed to you, to confirm receipt, quantities, items ordered, and prices effective at the time of the order, acceptance is agreement. If we do not acknowledge your order, we did not receive it. (unless written deviation is given) Be sure to read these acknowledgements and contact us immediately if incorrect.

3. Shipping

Complete and specific instructions for shipping should be given at the time order is placed. Orders that do not have specific acceptable instructions will be processed as "Will-Call". ANY changes to shipping instructions must be faxed or e-mailed to, and acknowledged by our office. Shipping weight and dimensions shown are subject to variation. Imperial Woodcraft will not be held responsible for issues or costs to the customer arising from carrier transit delays or missed appointments.

4. Freight Claims

It is the responsibility of the Customer/Receiver to examine all merchandise at the time of delivery, for any evidence of damage. All cartons must be opened and the contents checked for concealed damage. If the shipment is received short or damaged, Receiver MUST make a note on the Bill of Lading and file a claim with Carrier. Make sure carrier signs Bill of Lading with the discrepancy, Save the carton from the damaged product.

Please do not refuse merchandise damaged in transit. All Product is picked up in good condition. Imperial Woodcraft is not responsible for losses or damage which occur in transit or storage.

5. Standard Lead Time

Imperial Woodcraft standard lead time is 1-3 weeks. Orders with C.O.M., C.S.M. special colors etc. will vary, depending on availability of special materials. If a rush order is needed, please call Customer Service.

6. Order Changes/Cancellations

Changes made that alter material requirements to an order, once it has been placed into production or after fabric has been ordered is subject to a 30% change order charge.

All changes must be made in writing and confirmed by Imperial Woodcraft.

7. C.O.M. (Customer's Own Material)

A deposit of 50% may be required on C.O.M. orders. A 30% restocking charge on any cancelled orders may apply.

8. Custom Stain Matching

Imperial Woodcraft offers stain match orders, there is a List cost of \$200 per order, and 10% upcharge per item.

Customer must send Imperial Woodcraft the wood sample you would like us to match, along with the quantity, model and style of item to be ordered. Imperial will produce a strike-off and send it to our customer for approval. Once a signed sample approval form, and Purchase Order is returned, we will place the order in our next regularly scheduled production.

Wood Disclaimer;

Due to natural variations in wood, the furniture that you receive may vary in color and grain from the sample.

Product Design

Imperial Woodcraft reserves the right to make any changes to design and construction or discontinue products without prior notice.