



## Custom Color Policy

Available in Sussex® shutters

Option	Sample Size	Confirmation Process
Custom Solid (C01)	At least 4"x4" on a clean, flat surface, such as wood or cardboard	All orders require customer's confirmation via actual swatch in the mail before production. Additional shipping and handling fee applies.
Custom Stain (C02)		All orders require customer's confirmation via digital photo OR actual swatch in the mail before production. Additional shipping and handling fee applies.

Note:

- 1) All custom colors will only be finished with the standard gloss used on all Norman products.
- 2) Please be aware that we will only be able to match the tone instead of the texture or finish of the sample you submit.
- 3) Only one dispute is allowed during the color confirmation process.
- 4) Customer may waive confirmation to shorten production lead-time. Norman will not be responsible for any color variation afterwards.
- 5) You can specify custom color by mentioning the color name & color code from the following fan decks.
  - a. Benjamin Moore® Preview Collection and Classic Collection
  - b. Sherwin-Williams® Color™ (#657-2846 CS 4/06)

### **Cancellation and Modification**

- Once an order has been submitted, the custom color surcharge fee is not refundable.
- Each change made to the order after conformation will incur an additional surcharge plus any applicable fee.
- For cancellation made after confirmation, surcharge will not be refunded.

### **Production Lead-time**

- Regular shutters: Six to eight weeks from the day the custom color order is confirmed.
- Specialty shapes: Eight to ten weeks from the day the custom color order is confirmed.

**Color Sample Storage**

- A wood color sample will be stored up to one year for remakes, reorders and/or new orders.
- All reorders and/or new orders from a stored color swatch are subject to the standard custom color surcharge.

**Value Declared for Mail-in Color Sample**

- Please use your own judgment to decide what the fair market value is for the replacement of the package. Customer will be responsible for accessorial fees, including duties and taxes.
- A 17% tax will be applied to the total amount of the package value and Cost-Insurance Freight (CIF) combined.

**I understand and accept that there may be variations in the finished product from both the original sample color and/or the color confirmation photo/sample due to those factors mentioned above. Such variations within industry tolerances do not create sufficient reason for refusal of any order nor refuse payments. I also agree to comply fully with all the policies stated above.**

Company Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_