

## General Information, Terms and Conditions of Sale

### Terms

Open Accounts: 50% deposit with order, balance prior to shipment.

CBD Account: All charges are payable in advance

### Prices

Prices are subject to change without notice. Prices are exclusive of fabric, local delivery charges, packing, storage, unpacking, installation, taxes, etc.

### Ordering Instructions

With orders taken by phone, fax or e-mail a confirmation will be sent to customer by fax or e-mail. Any changes to an order must be made by email or fax within 48 hours.

### Cancellations

No cancellations will be honored on custom orders after 72 hours.

There will be a minimum fee of \$225 for any order canceled after work has begun.

### Dimensions

All dimensions are approximate and may vary 1/2".

### Lifetime Warranty

Lifetime warranty does not apply to the top covering material and finishes. All re-upholstery, repair and maintenance done by a party other than C & D voids this warranty.

### Shipping

Standard Shipping: Approximately 5-6 weeks from receipt of fabric and trimming.

Custom: Custom orders are scheduled at time of order.

*Note: Production begins upon receipt of deposit, fabric and trimming.*

Deliveries will be made if an adult 18 years or older is present and can sign for merchandise. If the customer is not at the delivery location, the delivery team will wait 15 minutes. The delivery team will contact the carrier and seek directions on how to reconcile the delivery. All efforts will be made to return and accomplish the delivery that same day. In case of an incorrect address, the carrier will contact the customer to obtain the correct delivery address. However, the carrier cannot take responsibility for their inability to complete the delivery if the proper address is not found. C & D will charge the customer full price for all incomplete deliveries due to an incorrect address.

### Claims

C & D is not responsible for damage suffered in transit or in storage. Before accepting merchandise from carrier, examine the shipment carefully. If there is any visible damage to the container, insist that a notation be made on the Bill of Lading before signing for order. Claims for damage or shortage by delivery carrier should be filled with the carrier by the consignee within 5 days of delivery. When receiving furniture from an "un-crated, blanket-wrapped" carrier, remove wrapping and examine furniture before signing receipt. Note damage on receipt and file within 5 days with carrier. Claims for merchandise defects or errors must be reported to C & D directly within 10 days. Failure to do so shall constitute full acceptance of merchandise. C & D is not responsible for any furniture that is unable to be placed in a home or in its intended location.

### Fabric Application

In the absence of your detailed instructions, patterns will be placed based on the judgment of our cutters.

**Non-directional fabrics will be railroaded to avoid unnecessary seams.**

*Note: Orders must specify: "Do Not Railroad" or "To Be Railroaded."*