

## **TERMS & CONDITIONS OF USE**

### **General Overview**

Thanks for choosing East Front Cabinetry. Please read and review the terms and conditions carefully. We are committed to your satisfaction.

When purchasing a product and/or service from us, you agree to be bound by the following terms and conditions. We reserve the right to refuse service to anyone for any reason at any time.

Prices for our products are subject to change. We reserve the right at any time to modify or discontinue any product/service. We shall not be liable for any modification, price change, suspension or discontinuance of any product/service.

We reserve the right to update, change or replace any part of these Terms and Conditions of Use.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the content through which the service is provided, without express written consent by us.

### **Accounting / Billing**

To apply for an account, new customers must submit the required documentation prior to purchasing. The customer agrees to provide current, complete and accurate information. Account statements are sent once a month and invoices are sent out weekly.

### **Payment**

New customers are required to pay 50% deposit prior to shipping orders. Pickup orders are to be paid in full at the time of pickup. Deposits are due and payable at the time of Sales Order confirmation. We accept cash, checks, and direct deposits (ACH) as well as major credit cards with a 3% service fee. Past due payments are subject to 2% late fee.

### **Return / Refund**

Returns are permitted within 15 days of receipt of product. Returns will be accepted on a case-by-case basis. The customer will be responsible for all shipping costs associated with any return, in addition to a 25% restocking fee. Most items are returnable in the same condition they were received (original condition, non-bored, and unassembled in box). Special orders, close-out items, and modified or assembled cabinets are non-refundable.

## **Order**

All orders are processed in the order in which they are received and subject to review and stock check. Orders can be submitted via our order form or online both available on website. Orders will not be processed until verified and approved for correct color and quantity by buyer. EF reserves the right to limit the quantities of any products or services offered. Order cancellations must be submitted within 24 hours of confirmation otherwise subject to 25% restock fee.

## **Product Availability**

East Front will notify customers via email with product shortage and backorder status. In the event where a product is not immediately available for sale EF will:

- Recommend layout adjustment to accommodate sizes.
- Place hold for backorder.

There is no price matching or discounting if a size/color is unavailable. Product availability is on a first come first serve basis.

## **Shipping & Delivery**

Customers are responsible for all shipping related costs. Estimated shipping costs can be requested prior to sales order confirmation. Customers have the option to schedule their own shipments directly to commercial or residential with their preferred carriers.

To ensure quality delivery service, we ship all orders using highly reliable Third-Party freight carrier (Ward, Central Freight, FedEx, UPS, etc.). Each carrier sets and executes their own terms and conditions. Transit times vary state to state. All pickup and delivery times are estimates only and not guaranteed.

Orders are shipped direct to a commercial address and will require a forklift to unload. Services such as liftgate and reclassifications will incur additional fee depending on carrier. Please indicate on order when such services are required at the time of submission.

## **Delivery Inspection**

All deliveries must be opened and inspected for damage within 10 business days. A Bill of Lading (BOL) will be emailed to the buyer once shipments are scheduled. The receiver is responsible for final inspection and must match the number of items on BOL against the delivery receipt. Shortages or visible damages must be noted on the delivery receipt with the driver at the time of delivery. A delivery receipt must be signed by receiver and driver. Failure to do so will result in denied shipping claims.

**Product Claim**

A claims form must be filled out to initiate claims process. A photo may be required to show the extent of the damage. Our "Product Guarantee" gives customers the reassurance that EF will replace product that arrive damaged or defective products with freight charges borne to customer. Any freight claims for delays, damage, or loss in transit, will be against the carrier. EF accepts no responsibility over claims procedure against the carrier but will assist in claiming reimbursement.

**Product Warranty**

East Front warranties its products to be free from defects in workmanship and material. Any additional costs to repair or replace damaged items will be borne to customer. EF honors any manufacturer defect within 1 year of purchase. This warranty does not include misuse, abuse, improper storage, neglect, acts of God, exposure to moisture, exposure to extreme temperatures (humidity), or improper installation. Additionally, this warranty does not cover wear or deterioration that results from natural aging, including expansion and contraction due to weather, discoloration such as lightening or darkening due to light exposure, natural or artificial, to include hairline cracks along joints. Claims must be made out of the box upon inspection of parts. Assembly or modification of product voids warranty.