

## **TERMS AND CONDITIONS**

### **Prices**

All published prices are recommended retail prices. Applicable sales taxes are additional. Prices are subject to change without notice.

### **Payment Terms**

Net 30 days, with established credit. Until credit is approved, a fifty percent deposit must be sent with the order, the balance is due prior to shipment. Deposits are non-refundable in the event of cancellation. If deposit has been placed on original order, applicable cancellation charges to be deducted from the deposit amount. Remainder of deposit will be held in the form of a credit for future orders.

### **Freight Policy**

Effective January 1, 2024

All orders are FOB Destination.

Orders under \$7500 net will incur a minimum freight charge of \$225.

Orders over \$7500 net will be charged the standard 3% of net freight fee.

These fees are applicable for any shipment being made within the contiguous U.S.

Source International reserves the right to select method of shipment and carrier.

### **Concealed Damage**

If products are received damaged, a written exception should be made on the bill of lading and an immediate inspection be requested of the carrier. Concealed damage must be reported to the carrier within the specific carrier's predetermined timeline. Failure to make claims shall constitute acceptance of the products and waiver any claims of defects, errors or shortages.

### **Returns and Allowances**

All product is made to order. No merchandise may be returned without a return authorization and shipping instructions. No credit or allowance will be given for repairs to defective materials unless Source International has given authority to make such repairs.

### **Order Entry**

All orders must be submitted in writing. Email to [cr@sourceinternationaldesign.com](mailto:cr@sourceinternationaldesign.com) or Fax to 508-842-1838

### **Acknowledgements**

All orders will be acknowledged in writing. Orders will be manufactured based on the written acknowledgement. It is the customer's responsibility to review each acknowledgement and communicate with the factory if there are errors within 48 hours.

### **Cancellations**

Any changes or cancellation may result in charges if materials have entered into production. If an order is cancelled while in production, a cancellation fee will be applied based on the status of order at time of cancellation.