

# TERMS & CONDITIONS

## ORDER REQUIREMENTS

- A copy of your current TAX ID CERTIFICATE or PERMIT must be on file.
- Texas businesses are required to fill out page 1 of the Texas Sales and Use Tax Resale Certificate
- A 50% deposit must be received before the order is submitted to the production schedule
- Must include all necessary diagrams.
- When placing an order, please use our placement terms.

## ORDERING PROCESS

- Furniture orders are custom-made and non-returnable and/or non-refundable after a deposit is submitted.
- Placing your payment authorizes Double L Furniture to begin the production. Since an order is then no longer eligible for a refund or return of any kind, please make your decisions carefully before placing your deposit.
- By making a payment, you are also agreeing to accept delivery once your order is complete and ready to ship.
- **All Dates provided are Estimated Dates. No verbal guarantees will be given regarding delivery dates.**

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Any changes made to your order must be requested in writing. Changes of orders in production will incur an additional fee determined by Double L Furniture, payable immediately before the changes are made to an existing order.

Typical production time is approximately 6-8 weeks from the time the deposit is received, but it can be longer due to a delay in leather availability, weather, holiday schedules or unforeseen circumstances beyond our control. Estimated delivery dates will be given once production has started, but delivery dates cannot be guaranteed in advance.

**PAYMENT:** A 50% deposit is due at the time you place your order, unless other arrangements in writing are made with Double L Furniture. Special payment options must be made at the time your order is placed. Your signature on this form or on credit card authorization forms grants your permission for Double L Furniture to charge your card for the remaining balance of your invoice, so that the furniture may be eligible to ship when completed. A 3% service fee is required on all credit card payments. The option to make payments through a Check is available with no fees, sent by mail.

There will be a 15% additional charge per piece for any customizations asking for specific color placement, color mix, or directional placement requests. Double L Furniture will cut the hides according to the best yield of the patterns.

## DELIVERY PROCESS

All Double L Furniture deliveries will be made by a common carrier (freight line).

**IMPORTANT:** If you are unable to pick up your furniture within seven days of completion or if the shipping process is delayed more than two weeks from the final day of production completion, then a storage fee of \$15 per day for each subsequent day.

**Common Carrier Deliveries:** A representative of the assigned freight line will call to schedule an appointment or notify you of the delivery day and time, unless it is a business to business delivery. There is no inside – white glove – delivery available with a Common Carrier. Please be aware that the freight will be dropped by the driver at a covered location of your choice. It is the sole responsibility of the client to inspect and note any damage at the time of the delivery on the Bill of Lading.

It is the customer's responsibility to alert the freight line when an appointment is made regarding any covered bridges, small driveways, dirt or muddy roads, or any other obstacle that could make a freight line truck unable to deliver. The advance-notice of obstacles will allow the freight line to send alternate equipment in some situations.

**IMPORTANT:** Please carefully inspect all packaging and furniture at the time of delivery. Double L Furniture is not responsible for any damages not indicated in writing on the Bill of Lading at the time of delivery. It is the Consignee's responsibility to inspect and note any damage to the shipment at the time of delivery. Double L Furniture reserves the right to replace and/or repair all damaged merchandise at their discretion. No refunds will be issued due to freight line damage. The freight line driver may need assistance in off-loading product, so please have help available when needed.

**Limited Lifetime Warranty:** Double L Furniture offers a Limited Lifetime Warranty on all custom upholstered furniture. This covers manufacturer's defects on the hardwood frame and suspension system. A 5-year leather warranty against Tannery defects in the dye process and cracking or peeling due to issues with the tanning process. The warranty does not apply to normal wear and tear, improper cleaning, wrinkling, or scratch resistance of the leather selected.

**LEATHER:** Leathers are a natural product, individually processed, often retaining natural markings and will vary in color within a hide. Our full grain and top grain leathers are aniline dyed with alternate finishes, using special oils or waxes to add unique softness, durability, and rustic qualities.

## CATALOG INFORMATION

All catalog photos are of specific custom designs and some features depicted may be non-standard applications, so please use the photos for general reference only. All dimensions are approximate and may vary slightly. Please verify with your sales representative prior to ordering if you or your client require specific dimensions.