

# Terms & Conditions

Orders will only be procured and/or prepared when the invoice is paid in full OR a customer has a credit account in good standing.

All orders must be picked up by clients or delivered within 14 days of preparation.

Custom orders, including home accents and fire features, must be delivered or picked up within 5 days of purchase.

All returns are subject to inspection and approval by a Zwarts Employee.

All returned products must be accompanied by the original paperwork OR purchase order number.

Returns on acceptable regular stock items are subject to a 25% restocking fee.

Returnable items may only be returned within 30 days of purchase.

Custom orders, natural stone, veneer stone, & bulk materials are all final sales.

If accepted, non-stocked items will incur a 40% restocking fee, and in some cases, no refund will be issued. If a return is deemed unacceptable, the client must dispose of the material at their own expense. Clients are responsible for identifying and noting what items fit into this category.

Returns must be in their original packaging and on their original pallet, when applicable, and must be free from signs of any previous handling.

Palletized products must be returned in full layers in the same way and pattern as they were sold. Incomplete layers or layers with incorrect patterns cannot be accepted.

Zwarts is not responsible for manufacturing imperfections, dye lot variance or efflorescence. Any exceptions must be made by the manufacturer's representative.

Zwarts waives liability for all material upon completion of loading clients' vehicles at our retail location, or at the time of offloading at the job site if using our delivery service. Zwarts will not accept any damaged skids, empty crates, or garbage of any kind. If material is accepted for return,

pallets must be free of loose plastic, wrap, straps, broken wood, and general debris.

Skid deposits will be refunded on empty skids returned in good condition.

Skid deposits purchased in a given year, must be returned by December 15th of the same year in order to be eligible for a refund.

All clearance items are final sale.

### **General Site and Sales Procedures**

Before being loaded, all clients must report to the sales office and receive a loading slip for the material they are picking up. Zwarts employees will not be able to load vehicles without being presented with paperwork.

No returns will be offloaded from client vehicles until said clients have visited our sales office and received approval and paperwork from Zwarts sales staff.