

# PALECEK®

601 PARR BOULEVARD, RICHMOND, CA 94801  
800.274.7730, FAX: 510.234.7234, PALECEK.COM

## Terms & Conditions

- Minimum order is \$600 net.
- Below minimum orders are accepted with a \$60 below minimum fee.
- New accounts must complete a PALECEK Terms Agreement.
- Production will be scheduled when net terms are granted or full prepayment is received.
- Large or custom orders may require prepayment.
- Interest will be charged on all balances over 30 days at 1.5% (18% annual rate).
- Prices and terms are subject to change without notice.
- Storage fees may apply for product kept more than 5 days.
- PALECEK owns the rights to all photography, any print use of PALECEK images needs prior approval. PALECEK limits our online presence. All online selling of PALECEK product must be approved by Corporate & adhere to our IMAP pricing policy. Any violations to our policy, may result in termination of your account.

### ORDERING

- Place orders using PALECEK's 6-digit item #. If ordering a frame that requires upholstery, please provide 6-digit frame # and 6-digit upholstery/cushion #. See Customization section in catalog and price list.
- Fabric availability will change throughout the year. Please refer to fabric listed on Trade Only Website or contact PALECEK to confirm availability. Always include the PALECEK fabric name with the number.
- Finish and fabric dye lots will vary. To ensure all pieces of a group match, please order all pieces at the same time.
- If you order a complete furniture group, such as The President's Collection, we will produce when all pieces are available to ensure finish consistency.
- Backorders: Items not received with your initial order will be shipped when available.
- Acknowledgements are sent to confirm order information. Notify PALECEK Customer Service Department of any changes or discrepancies.
- Orders that have been produced according to schedule are non-cancellable. Other cancelled orders may be subject to a 20% restock fee.
- Customized product cannot be cancelled. This includes painted and upholstered items.
- PALECEK products are handmade and use natural materials. Dimensions are approximate and variations from piece to piece should be expected.

### SHIPPING

- PALECEK Guaranteed Freight program is available with \$600 net minimum order.
- Below minimum orders with a truck ship item will have a minimum truck charge.
- Our standard terms are FOB Richmond, CA. To assist customers determine their freight costs in advance, we pre-pay freight and bill per order. Freight quotes are generated at checkout.
- All deliveries are "curbside deliveries." Residential and interline shipments have additional charges. White glove options are available and listed below.
- Residential delivery addresses must have a phone number and contact for the residence written on the purchase order.
- For a fee, PALECEK will drop ship to your customer. No inside delivery unless white glove service.
- PALECEK will not drop ship to a storage facility.
- If you choose to use your own carrier, carrier account number & contact must be provided. We do not ship COD.
- Any shipment that is not picked up by designated carrier within 10 days of contact will be shipped by our Freight Program and customer will be responsible for all Freight charges.

### RECEIVING

- PALECEK products leave our facility fully inspected with no damage and with the packaging in good condition. Inspect ALL sides of boxes before signing delivery receipt clear. Note any damage, even if minor, shortages or overages on the delivery receipt. Refuse damaged boxes (any box with creases, smashed corners, holes, etc.) and note on bill of lading. Signing a delivery receipt "clear" or "pending inspection" confirms the shipment arrived in good condition and it was complete. This prohibits a claim to be filed. It is your responsibility to ensure all parties (warehouse, commercial receiver, client, etc.) receiving your shipments will comply with our requirements. Please take photographs, save all packaging, and report any damage or shortage within 10 working days, so that a claim can be filed with the freight carrier. Any damage not noted on the delivery receipt or failure to comply with our requirements may cause the claim to be denied or cause additional charges for returns or replacements. We will deny any claim not reported within 10 working days of receipt of merchandise, and that does not have supporting documentation to file the claim. The trucking company and PALECEK are not liable for freight damage when the delivery is signed "clear" and there is visible damage (dents, holes, etc.) to boxes.
- PALECEK now uses SHOCKWATCH labels on selected item packaging. Please look for these labels. If SHOCKWATCH vial is RED, please sign delivery receipt DAMAGED noting SHOCKWATCH label RED.

### WHITE GLOVE DELIVERY SERVICE

- PALECEK has partnered with a shipping company to provide White Glove service nationwide. White glove delivery includes items being placed inside the room of choice, unpacking, debris removal and assembly of knockdown items. White glove freight quotes can be generated at checkout.

### RETURNS

- All claims must be made in writing within 10 days of receipt of merchandise.
- Items should be returned in original boxes.
- No return or damaged merchandise will be accepted without a Return Authorization issued by the Customer Service/Claims Department.
- Returned merchandise received in good condition may be subject to a 20% restocking fee. The return freight will be the customer's responsibility.
- Returns will not be accepted for product which has been fabricated to customer's specifications, or prepared on a custom basis, including painted items, COM, etc.
- PALECEK is not responsible for any issues involving quality and/or incorrect sizing on cushions and upholstery that are not manufactured in our facility.
- See PALECEK Warranty for additional information.

### REPLACEMENTS

PALECEK will replace at our discretion. We will deliver to the original receiver address and are not responsible for additional receiving or delivery costs.