



**STOLLER METALS**

# TERMS OF SALE

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## **Finish**

Stoller Metals are finished by hand. Due to this expect the following:

- Every sheet is unique; There will be variation between pattern and color.
- An order may vary in color range from a previous order.
- We cannot guarantee an order will match samples.

NOTE: Please request new samples if necessary.

## **Order Entry**

All orders are invoiced Pro-Forma. Orders are released with a 50% deposit and written Purchase Order with the balance due before shipping.

## **Freight Policy**

All shipments are F.O.B. Kent, Washington. All claims for damaged or lost-in-transit material must be made directly to the carrier.

## **Change/Cancellation Policy**

Once released, orders require approval for changes or cancellations made fewer than four weeks before the ship date; minimum fee 15% of the selling price will be charged.

## **Returned Materials**

Stoller Metals, at its sole discretion, retains the right to determine which products will be acceptable for return. No merchandise may be returned without written authorization. Material authorized for return may be subject to a restocking or handling fee and freight both ways. Credit will be issued upon inspection of goods. Custom finishes, products older than 90 days from shipping date, and installed material are not returnable.

## **Claims**

Claims against Stoller Metals for shortages or error must be made within 5 days of the date of delivery or the customer waives the right to make such a claim.

## **Warranty and Liability**

Because Stoller Metals has no control over end products fabricated with the materials sold, no warranty is expressed or implied. Shipping dates are estimates only. Under no circumstances will Stoller Metals accept any claim for labor, installation, or penalty charges for delayed shipments, product problems, or misapplication of products, nor shall Stoller Metals be held liable for any consequential or incidental damages.