



CORPORATE OFFICE: 10410 HEMPSTEAD ROAD, HOUSTON, TX 77092

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COMPANY POLICIES

ORDER PROCESSING & PAYMENT

- FULL PAYMENT MUST BE MADE AND THE SALES ORDER MUST BE RETURNED SIGNED PRIOR TO AN ORDER BEING CONSIDERED CONFIRMED.
- FLAT PACK ORDERS ARE PROCESSED WITHIN 3 BUSINESS DAYS FROM ORDER CONFIRMATION AND PAYMENT. "DAY ONE" STARTS ON THE NEXT FULL BUSINESS DAY AFTER THE ORDER IS CONFIRMED.
- NEXT DAY SHIPPING ORDERS WILL BE PROCESSED FOR AN ADDITIONAL FEE OF \$75. NEXT DAY SHIPPING ORDERS MUST BE MADE BEFORE 11:00 AM CENTRAL STANDARD TIME.
- FOR ANY ORDERS BEING PICKED UP AT AN ARC CABINETRY DISTRIBUTION CENTER THERE IS A MINIMUM OF 3 HOUR PROCESSING TIME BASED ON ITEM SIZES/QUANTITIES.
- ASSEMBLED OR MODIFIED PRODUCTS ARE EXEMPT FROM STANDARD DELIVERY/PROCESSING TIMES.

DELIVERY POLICIES

- A RESPONSIBLE PARTY MUST BE PRESENT TO INSPECT THE INVENTORY AND SIGN OFF ON DELIVERY.
- YOU WILL RECEIVE A TRACKING NUMBER BY EMAIL THE DAY THE ORDER IS SHIPPED.
- ALL DESTINATIONS MUST BE TRACTOR/TRAILER ACCESSIBLE OR A LIMITED ACCESS FEE WILL BE APPLIED (\$100). IF SPECIAL DELIVERY PROVISIONS SUCH AS LIFTGATE OR RESIDENTIAL DELIVERY HAVE TO BE MADE PLEASE DISCUSS WITH YOUR SALES REPRESENTATIVE PRIOR.
- FOR RESIDENTIAL DELIVERIES AND APPOINTMENTS, THE FREIGHT COMPANY WILL CONTACT YOU DIRECTLY TO SET UP A DELIVERY WINDOW.
- IF ADDITIONAL CHARGES ARE INCURRED DUE TO INACCURATE REPRESENTATION OF THE DELIVERY DESTINATION OR MORE THAN 1 DELIVERY ATTEMPT, THEN THESE ADDITIONAL CHARGES WILL BE PASSED ON TO THE RESPONSIBLE PARTY.

REPLACEMENT FOR MISSING OR DAMAGED ITEMS (INCLUDING CONCEALED DAMAGE)

- FREIGHT CLAIMS FOR OBVIOUS DAMAGE OR MISSING ITEMS CAN ONLY BE ACCEPTED WHEN INDICATED ON THE BILL OF LADING.
- OBVIOUS DAMAGE OR MISSING ITEMS MUST BE BROUGHT TO THE ATTENTION OF YOUR SALES REPRESENTATIVE WITHIN 3 BUSINESS DAYS OF RECEIVING THE DELIVERY.
- CONCEALED DAMAGE INCLUDES BUT IS NOT LIMITED TO MISSING PARTS, CRACKED DOORS, OR DENTED ITEMS THAT MAY HAVE OCCURRED DURING THE TRANSIT PHASE.

- MISSING ITEMS MUST BE BROUGHT TO THE ATTENTION OF YOUR SALES REPRESENTATIVE WITHIN 5 BUSINESS DAYS OF RECEIVING THE DELIVERY.
- CRACKED OR DENTED ITEMS MUST BE BROUGHT TO THE ATTENTION OF YOUR SALES REPRESENTATIVE WITHIN 5 BUSINESS DAYS OF RECEIVING THE DELIVERY.
- ITEMS THAT HAVE BEEN ASSEMBLED AND INSTALLED CANNOT BE CLAIMED AS DAMAGED.
- PICTURES OF DAMAGED ITEMS ARE REQUIRED ALONG WITH IDENTIFYING INFORMATION SUCH AS INVOICE NUMBER, BUYER NAME, AND SHIPPING ADDRESS.

MARKETING POLICIES

- ARC CABINETRY CANNOT BE HELD LIABLE FOR APPLICABLE MARKETING COSTS OR LIABILITIES.
- SHOWROOM DISPLAYS: WE OFFER A 50% CREDIT ON DISPLAY PURCHASES UP TO \$5,000. TO QUALIFY AS A DISPLAY IT NEEDS TO BE ATLEAST 4FT LINEAR SPACE. IT CANNOT BE SINGLE CABINET FOR FUNCTIONAL USE (STAFF DESKS, BATHROOMS, BREAKROOM). ARC CABINETRY RESERVES THE RIGHT TO MAKE CHANGES/SUGGESTIONS FOR YOUR DISPLAY. TO RECEIVE THE CREDIT PICTURES OF THE INSTALLED DISPLAY MUST BE EMAILED TO YOUR SALES REPRESENTATIVE.

SIGNATURE: _____

NAME: _____

COMPANY: _____

DATE: _____