

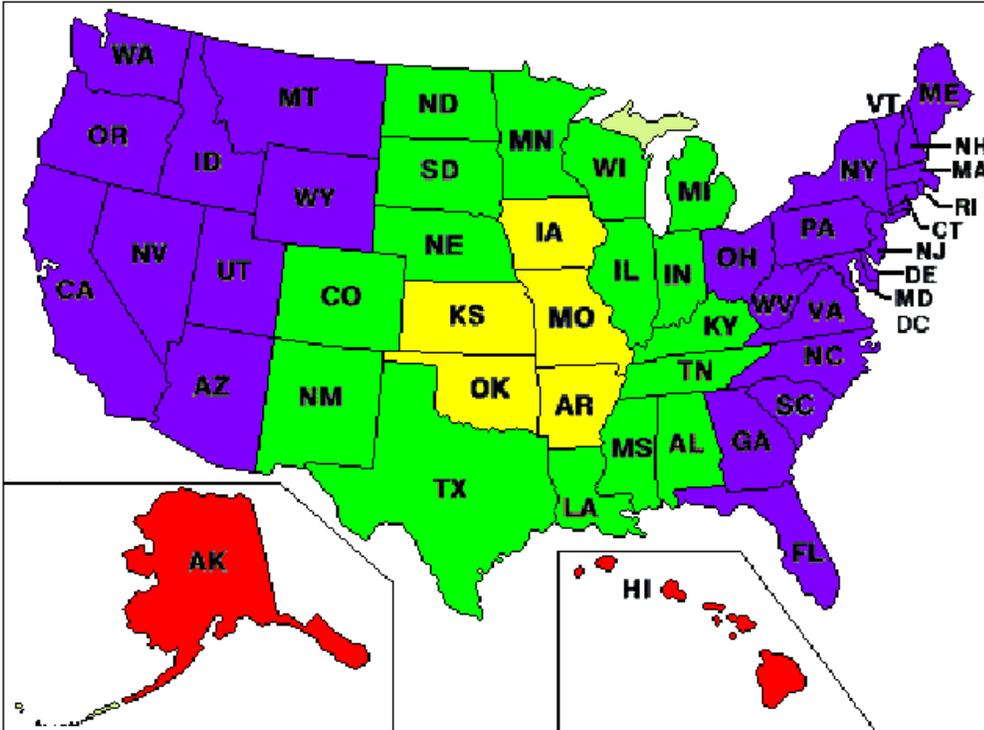
Terms & Conditions

Payments: Payment is accepted by check, credit card, wire transfer, money order or cash in US Dollars only. Deficient payments are subject to all charges, attorney fees and court costs allowed by statute. All checks returned for insufficient funds are subject to a \$50.00 special handling charge. Net 30 terms are offered to customers who have submitted satisfactory credit references and acceptable payment history after approval by our credit department. Net 30 payments are due 30 days from the date of the invoice. **A late fee of 2.0% per month will be assessed on past due balances.**

Color Changes: Any variation in color changes from the original SKU number and outside of our latitude colors will have an up charge of 20% and a deposit of 25% will be required before the order moves to production.

Order Changes/Cancellations: Items cancelled after confirmation may be subject to a 25% Cancellation Fee. Failure to accept delivery for any confirmed order will result in a forfeiture of your deposit and/or be subject to a 25% restocking fee. **Since it is the nature of our handmade, hand painted merchandise to have variations in color, finish and size, returns due to these factors may not be allowed.**

Shipping & Handling:



Region	Orders Under \$1,000	Orders Over \$1,000
1	24%	14%
2	24%	16%
3	24%	19%

Alaska and Canada	Call	Call
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GuildMaster does not provide white glove service; all residential deliveries are curbside and fees as follows apply:

Lift Gate	\$50	Residential Delivery	\$90
Pre-delivery Notification	\$20		

***NOTE-an additional 1.5% fuel surcharge will be added to each order.**

Claims: It is important that you to inspect all merchandise for DAMAGE upon arrival in order for the carrier to accept responsibility for the damages. Please, **before the driver leaves inspect the furniture for damage and note any damage on the delivery receipt. If you sign the delivery receipt without noting any damage, you are attesting to the fact that there is no damage. We will be unable to assist you in replacement of damaged goods or reimbursement.**

Single Item Pallets: We recommend that anything received with obvious damage, be refused by you before the driver leaves. Only refuse the damaged item(s), NOT the entire shipment. If freight damage is discovered after carrier leaves, the customers are considered liable for repairs as well as the pick-up and re-delivery fee. Neither **GuildMaster** nor the delivery company will be liable after the delivery carrier leaves.

Multiple Carton Pallets: Carriers will not allow you to refuse only a portion of a pallet. Note damages on the Delivery Receipt and accept the shipment.