

# TERMS AND CONDITIONS



## APPROVING A PRICE QUOTE

The price quote describes what will be purchased. The client and the installer should carefully read each quote to confirm accuracy. A price quote is “approved” when it is signed, dated and a copy returned to Stone Standard. Approved orders are processed after payment has been received.



## PAYING FOR A ORDER

Once the client has carefully reviewed, signed, dated and returned a copy of the price quote, payment equal to the total amount of the price quote will need to be provided to enact the order. Payment may be made by check or, with an additional 4% service charge, by credit card (AMEX, MC, and VISA).



## CANCELLATIONS DUE TO ERRORS OR PRICE CHANGES

If there is an error in the price quote, or the manufacturer changes the price of an item between the time when the price quote is written and when the price quote is approved and payment is received, Stone Standard reserves the right to cancel the order and provide to the client a revised price quote for the client to review.



## STORAGE OF THE COMPLETE ORDER

The items listed on a price quote may arrive at different times based on availability, shipping times and different manufacturing processes. For an additional charge, all of the items listed on a price quote can be delivered at the same time or stored until they are needed.



## ALLOW FOR LEAD TIMES & BACK ORDERED ITEMS

The “lead time” is the time that takes a supplier to delivery items after they receive the order. An item is “backordered” when the supplier cannot currently fill or ship the order, but the order remains in the system until the item becomes available again. Certain items can have lead times of several months.



## RECEIVING PACKAGES

If a package arrives with damage to the box or the contents, it is the responsibility of the person receiving the delivery to ① refuse the package, ② open and inspect the package to assure that the contents are not damaged, or ③ indicate in writing, to the shipper and at the time of delivery, that the package is damaged.



## RECEIVING TRUCK SHIPMENTS

Large or heavy items, such as bath tubs, will ship directly to an address provided in writing by the client. It is the responsibility of the person receiving the delivery to inspect the contents of the shipment to confirm that the goods are not damaged before signing for the shipment. Generally, damaged goods should be refused.



### **RETURNS**

Not all items can be returned. The client is responsible for restocking and return freight charges. The 15% administrative fee is not refunded but Stone Standard does not charge an additional restocking charge. A "return authorization" will be sent to the client so that the amount of the refund can be authorized by the client.



### **WARRANTY**

Stone Standard will assist the client in filing warranty claims for one year. There are no hourly charges for this service. However, the client is responsible for third party charges related to the claim. For example, the client will be responsible for paying a plumber to remove a defective faucet and to install the new faucet.



### **CLAIMS FOR LOSS OR DAMAGE**

If a claim needs to be made for loss or damage, the guidelines established by the common carrier (i.e. USPS, UPS, FEDEX) will prevail. Stone Standard will provide proof of deliveries made by a Stone Standard employees or agents of Stone Standard in the form of a Delivery Confirmation for a period of 90 days.