

Heritage Sales Policies and Conditions

New Accounts:

All new accounts will be processed as C.O.D. pending approval of credit application. All accounts must have a signed, fully completed application on file. All information will be required from each person that has authority to sign checks.

Terms of Payment:

All open accounts must pay balances owed within 10 days from date of invoice. We will not honor chargebacks or short-pays of any kind.

Special Terms:

A deposit may be required for large orders, or for some specialty items such as shutters.

Past Due Accounts:

Orders will not be processed for any account with a past due balance. You will be notified so you may bring your account current. A 1.5% per month (18% per annum) late fee will be added to all past due balances.

COD Accounts:

All orders shipped COD will contain all COD charges associated with that particular shipment. Dealer will be responsible for all COD charges. COD orders that are in excess of your purchasing limit will require a deposit.

Orders:

We will accept orders by either fax or telephone. All verbal and telephone orders are accepted as solely the dealers responsibility and will be read back for verification. We strongly recommend the use of faxed or mailed order forms to eliminate possible errors. In situations where a color name and number conflict on an order, the color number will take precedence over color name. If a color number and product conflict, the color number will take precedence over the product. All sales are final and no exchanges, returns, etc. will be accepted.

Duplication of Orders:

Heritage Window Fashions will not be responsible under any circumstances for duplicated orders caused by double-faxing or telephone orders followed by a fax copy, which has not been CLEARLY marked as "CONFIRMATION ONLY".

Cancellations:

Orders cannot be cancelled once production has begun. Please be advised that most orders enter production within 4 hours of receipt. If an order must be cancelled after production has begun, a cancellation fee equal to the cost of all parts and components that have been cut will be charged.

Returns for Repair:

Approval must be received prior to the return of any product. You must have the date of the original order, HWF work order number, and sidemark of item to be returned. Please include detailed and specific repair instructions in the package. Packages should include identifying information both inside and outside of the packaging materials. It is the dealer's responsibility to carefully pack the items and ship them to us in good condition. We will refuse shipments that have obvious freight damage, been misused or abused, mishandled or have not been properly packed. We will not honor chargebacks of any kind for unauthorized repairs or re-installation.

Returns for Credit:

No returns of any kind will be accepted unless prior written approval has been obtained from HWF management. All stock arches sales are final, no returns.

Price Changes:

All prices and price list are subject to change without notice.

Back Orders:

Dealers are usually notified of back orders within 48 hours of receipt of order. We can usually project when the back ordered material/products should be available. You may re-select or notify your customer of the delay.

Shipping Policy:

\$2.00 per blind will be added to all orders delivered to the dealers primary place of business within the DFW metroplex. Freight will be prepaid when shipped to commercial locations, provided packages comply with small package guidelines.

Shipping Surcharges:

\$3.50 per blind will be added to all shipments made by small package carriers to commercial addresses that are the dealers primary business address. \$5.00 per blind will be added to all shipments made by small package carriers to residential addresses that are the dealers primary business address. Add \$3.00 if blind is 52" - 81" in width. Add \$45.00 per order if blinds are 82" in width, up to 3 blinds. Add \$45.00 for each additional 1 - 3 blinds over 82". A flat fee of \$95.00 will be added to all orders shipped Common Carrier due to size and/or weight requirements. All arches over 48" will ship common carrier and require the flat \$95.00 fee per order. Dealer will incur full shipping charges for shipments to addresses other than the dealers primary business address.

Freight Damage:

Please inspect all shipments as soon as they arrive. If you suspect freight damage, you can REFUSE shipment, INSPECT the products, MAKE A WRITTEN STATEMENT ON THE FREIGHT BILL, or call HWF for instructions before you accept any shipment. Contact HWF immediately. If you discover concealed damage, save all packaging materials for inspection by the freight company and contact HWF immediately. INSPECTION AND REPORTING OF FREIGHT DAMAGE IS YOUR RESPONSIBILITY. Failure to follow these procedures could result in your claims being denied.