



January 1, 2016

## **Terms**

50% down with order and 50% before shipping

## **Order Acknowledgements**

You will receive an acknowledgement of your order as it was entered into our system. Our goal is to process and schedule your standard orders within three business days, and your custom orders within seven business days, of receipt. What is listed on the acknowledgement is what will be manufactured. The order acknowledgement also contains the guaranteed completion date. It is the responsibility of the dealer to check the acknowledgement immediately and notify Keystone Collections of any errors or changes. You are responsible for accepting the products that are on the order acknowledgement regardless of the original purchase order.

We will wait to enter and schedule your order in our system until we have complete information and any customer-supplied items such as custom match samples, customer-supplied stain, and customer-supplied fabrics. Custom furniture orders must be accompanied by a signed copy of the approved quote and/or drawings. The order will then be entered in our system and scheduled at the current lead time. For your convenience, you can also reference your purchase order to the name of your customer. This information will follow through on the order acknowledgement, packing slips, invoices, and labels.

## **Order Changes / Cancellations**

A \$50 minimum per line fee will be applied to all cancellation and/or order change requests made seven days after the order has been entered. Additional costs including but not limited to labor, material, overhead and loss of profits, may be added based on the status of the order.