

# HOUSE PARTS®

## Terms and Conditions

All orders are subject to acceptance by the House Parts, Inc. home office at the prices that are in effect at the time of shipment. Prices are subject to change without notice.

**Opening Order Minimum:** \$300.00 net  
**Re-Order Minimum:** \$100.00 net  
**Prices:** Prices shown are RETAIL. (Unless noted as wholesale.)  
**Terms:** Net 30 with Approved Credit  
Company Check, Discover, Visa, Master Card or American Express  
House Parts, Inc. does not accept C.O.D. orders.

### Delivery Time – Existing Net 30 and Prepaid Accounts:

Import Program: Allow approximately 10 - 14 days from receipt of order for in-stock items.  
Domestic Program: Allow approximately 4 - 8 weeks from receipt of order.

### New Accounts:

The House Parts, Inc. credit application must be filled out completely and faxed or mailed to our office with initial order. Credit approval takes approximately 2-4 weeks. **\*Credit approval time frame is in addition to delivery times quoted above.** Any tax or government charges that may hereafter become affective and or be imposed by federal, state or municipal authorities will be added to current prices and will be paid by the buyer. Credit Card payment may be used to prepay any initial rush orders.

### Shipping Terms:

All shipments are FOB Atlanta, GA. Shipments are sent via Best Way (UPS, FedEx, Common Carrier). UPS is the preferred carrier. Typically freight is Prepay and Add. Circumstances may change the typical freight process, i.e. customer supplied routing guide or accounts requiring collect shipments.

### Placing Order:

Orders should be placed using order form where available. Please write legibly and carefully.

Orders should be placed through our web site, faxed, or emailed to: **Web site orders are preferred.**

House Parts, Inc.	Web site:	www.houseparts.com
P.O. Box 5085	Fax:	(404) 525-6708
Atlanta, GA 30302-5085	Email:	order.entry@houseparts.com
	Telephone:	(404) 577-5584

Orders placed under House Parts, Inc. minimum opening and reorder dollar amounts are subject to a \$ 15.00 service charge.

### Case Pack Quantities:

Please note mandatory minimum and case pack quantities per style and finish as indicated in brochure and order form. A 40% up-charge will be assessed for drapery hardware items ordered in less than full case quantities.

### Backorders:

Backordered merchandise will remain in back order status until the product is available. House Parts, Inc reserves the right to cancel backorders, based on minimum order value or stock availability. The customer must notify House Parts, Inc if their preference is to cancel any back ordered product.

### Shortage and/or Damages:

All saleable merchandise is subject to account terms. Upon receipt, thoroughly inspect boxes and contents carefully. House Parts, Inc ships FOB Atlanta GA. Damages caused by the Carrier is the responsibility of the customer. **Any claims for adjustment must be presented in writing within 15 days of invoice date.** We reserve the right to designate the carrier. All damaged merchandise and packing materials must be retained in original cartons for inspection by UPS or delivering carrier. House Parts, Inc. cannot be held responsible for any damage due to misuse. Freight shipped to consolidators, pool car operators, or packing houses will be shipped freight collect.

All House Parts products are individually hand-cast; slight variations in color and finish are characteristic and should be expected. While we strive for accuracy, photographs on our website and in our catalogs may not perfectly reflect our finishes.

### Replacements:

Upon customer request and final office approval, replacement shipments will be treated as a new order.

### Returns:

Returns are not accepted unless pre-authorized by House Parts, Inc. home office in Atlanta. Return requests must be made in writing, include a copy of the invoice and sent directly to House Parts, Inc. Customer Support Department. Upon approval, a returned material authorization (RMA) will be issued. All returned cartons must be side marked with the RMA. **All unauthorized returns will be refused.** Deductions from invoices for damaged, defective merchandise and/or shortages will not be accepted without prior written approval from House Parts, Inc.

### Re-Stocking Fee:

A 15% restocking fee will be applied to all merchandise returned to our warehouse. Merchandise returned must be in a re-saleable condition otherwise credit will not be issued. Exceptions are damage and/or defective claim returns or errors made by House Parts, Inc.

### Cancellation Policy:

Order cancellations must be submitted in writing and received in our office within two days of original purchase order date.

### Force Majeure:

House Parts, Inc. will be excused for failure to perform its contract in case of fire, strike, labor, dispute, war embargo, transportation delay, material shortage, failure of carrier, contractor or supplier to perform, Act of God, requirement or request of any Federal and/or State Government or any subdivision thereof, or any cause beyond the control of House Parts, Inc.

*House Parts, Inc. strives for accuracy of all printed information. We cannot be held responsible for errors or omissions. Weights, dimensions and finishes vary by item and style numbers. All prices are subject to change without notice.*

*Updated: February 23, 2008*