

GENERAL INFORMATION

- Custom finishes and variations are available at additional cost (subject to availability).
- Crating, shipping, transit insurance, tax and installation costs are not included in price.
- All standard orders require fifty percent (50%) deposit and written description of products desired prior to production. Custom orders require seventy percent (70%) deposit and description. Balance remaining **MUST** be paid upon completion of order and prior to shipping. Orders will be processed as indicated on Fire & Water® invoice which is the final agreement between Fire & Water (F&W) and purchasing organization. Any discrepancies between the purchasing organization and F&W must be submitted to F&W attention, in writing, within 14 days from date of confirmation.
- F&W acceptance of an order is final and binding. F&W reserves the right to allow cancellation of an order after confirmation and prior to shipping, but may retain the purchasing agency's deposit as a condition of cancellation. Delivered orders may not be returned for any reason except when repairs or replacement is indicated.
- F&W products are warranted against defective craftsmanship and materials for up to one (1) year from delivery date. F&W will, at its discretion, repair or replace defective product free of charge. This warranty does not extend to damage resulting from shipping, accident, misuse, tampering, alterations, neglect or abuse, nor does it apply to unauthorized repairs. Manufacturing imperfections in metal mesh and in certain other materials are inherent in the materials and are not to be considered a defect in the materials or manufacturing process used and are **NOT** covered under warranty. In no way shall F&W liability exceed the original purchase price of the product.
- No returns will be accepted without prior authorization.
- Standard delivery is 8 - 12 weeks from receipt of deposit (subject to availability and other "acts of God"). F&W will choose appropriate freight carrier unless specifically directed in writing. Purchasing agency is required to assume responsibility for local delivery, installation and size constraints of doorways, elevators, etc.
- All product is shipped at the purchasing agency's own risk after it has been fully and completely inspected and packed by F&W. It is accepted as such by the carrier. Prior to accepting F&W products from the carrier, fully inspect and note any damage or loss on the delivery receipt. If damage is noted after carrier has departed, immediately contact freight carrier and arrange for an inspection. Claims against F&W will only be considered if made in writing and received within ten (10) days from receipt. Failure to make such claim shall constitute acceptance of the merchandise and waiver of any defects, errors or shortage. F&W will not be liable for consequential damages.
- All accounts which are not paid in full when due shall bear a finance charge of one and one-half percent (1.5%) per month from date accrued.

Fire & Water reserves the right to change published prices at any time, but will make every effort to notify buyers 30 days prior.