

# CHAPMAN LUMBER

## SPECIAL ORDER TERMS & CONDITIONS

### REVIEW WHAT IS ORDERED

Chapman Lumber takes every precaution to make an accurate account of products being ordered.

**It is the responsibility of you the purchaser to review, understand and verify all of the information provided to alleviate errors.** The information provided for review will include:

*Manufacturer, unit type, style, quantity, size, glazing, jamb size, operation, handing, bore, sill, hardware, color, accessories, casing, profile, grille type and pattern, exterior finish, interior finish, lead time, warranty and price.*

It is the responsibility of you the purchaser to verify that the products, the use of the products, and the installation of products being purchased meet building code regulations. All discrepancies and/or questions regarding this order must be addressed/corrected prior to signing this release.

### ORDER SPECIFICATION POLICY

Made-to-order (MTO) products are manufactured to specifications provided by you the purchaser. Manufacturers for MTO products will not accept changes or cancellations after seventy-two (72) hours of order receipt *or* if any part of production has begun. Specific manufacturers will not accept *any* changes or cancellations. These manufacturers will not accept returns, rendering MTO products **NON-RETURNABLE AND NON-REFUNDABLE.**

Products specified as "standard sizes" may be MTO and the same terms and conditions apply.

Vendor stocked products are items that are readily available with no manufacturing process required. Vendor stocked (VS) products may be returned within thirty (30) days from the date of receipt and must be in original package and condition, however a restock charge will apply.

Restock charges may vary from ten percent (10%) up to fifty percent (50%) dependent upon the vendors' policy and acceptance of condition of products returned.

### DELIVERY AND ACCEPTANCE

Claims for shortages, breakage or for nonconformance with the special order information must be noted on the delivery receipt by you the purchaser at the time of delivery, otherwise the Seller shall not be responsible for any such claims. A fifteen (15) day grace period is allowed for concealed damage or shortages. This grace period begins on the date the special order product is received at Chapman Lumber from the supplier. This may not represent the date delivered by Chapman Lumber to you the purchaser therefore all MTO orders must be delivered to and accepted by you the purchaser within ten (10) days of receipt at Chapman Lumber. Special orders remaining at Chapman Lumber beyond ten (10) days waive all rights to the grace period. Special order items left unclaimed for more than ninety (90) days shall become the sole property of Chapman Lumber including any and all monetary deposits. Forfeited deposits for unclaimed items are non-creditable and non-refundable without exception.

**This order is specified as MADE-TO-ORDER / VENDOR STOCK** (must be circled)

By signing this form, I understand and accept the terms and conditions of Chapman Lumber special orders outlined herein. I have reviewed and agree with the information within. I hereby authorize Chapman Lumber to order the goods described and specified.

Quote# \_\_\_\_\_ /Item Description \_\_\_\_\_

Purchaser \_\_\_\_\_

Ship to Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone \_\_\_\_\_ Additional Phone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**\*\*\* 50% DEPOSIT REQUIRED TO PLACE ORDER \*\*\***