

# three h

## TERMS & CONDITIONS OF SALES

### QUOTATIONS

Three H can only provide quotations to registered dealers. Standard quotations are valid for a period of thirty (30) days unless otherwise specified. Registered project quotations are valid for a period of sixty (60) days unless otherwise specified.

### PRICING

All pricing is subject to change without notice. Prices are subject to any provincial or state taxes & are confirmed at time of invoice.

### ORDER SUBMISSION

An official purchase order is required for all purchases. PO's may be submitted by email to [orders@three-h.com](mailto:orders@three-h.com) or by fax at 1-888-484-5786. The following information is required on all purchase orders:

Company name, purchase order number, delivery address & contract number, Three H quotation number(s) or project registration number (if applicable), décor selections (tops, fronts, décor, trim, fabric), total net pricing including dealer discounts and any applicable freight & tax amounts.

### CONFIRMATIONS

After receiving a purchase order, Three H will provide a confirmation along with estimated ship dates. If any discrepancies exist, Three H will provide a deficiency report outlining the details. If you do not receive a confirmation within 48 hours of submission, please contact customer service for verification.

### DEPOSIT REQUIREMENTS

Deposits may be required on large volume orders & can be requested by Three H at quotation stage or at time of purchase order.

### ORDER CHANGES AND CANCELLATIONS

Canceled orders may be subject to re-stocking fees. Re-stocking fees are a percentage net (including full amount) depending on their status in production. All Three H is product is 'made to order' and does not come from a stocking program. Product returns must be authorized by Three H prior to being sent back. A return authorization number will be issued by our warranty/claims department upon approval. All product being returned must be packaged securely in a similar manner as it was delivered. Product returned damaged will be refused.

### REPLACEMENTS

Replacement components can be requested from [replacements@three-h.com](mailto:replacements@three-h.com) or by calling 1.800.767.5374 ext. 235. Please have original Three H order number available when requesting replacements parts. Any installation and labor charges related to warranty replacements must be reviewed & approved by Three H prior to being reimbursed. Three H does not reimburse for concealed freight damages or damages that occur during installation.

### WARRANTY

Three H Furniture Systems offers a limited lifetime warranty on all products. For detailed information, please review our full warranty policy.

### FREIGHT INFORMATION

#### MINIMUM FREIGHT CHARGES

Unless otherwise specified, freight is included to dealer dock on all orders when combined shipment values exceed \$5000 list. In certain locations, zone freight premiums may apply. Combined orders under the minimum list will have a \$150 net freight charge applied. Three H is not responsible for consolidating or holding orders in order to meet the minimum requirements. This is the responsibility of the dealer.

#### ALTERNATE SHIP TO LOCATIONS

If alternate ship to locations other than dealer dock is required, additional freight charges may apply. Please contact Three H Customer Service to verify prior to submitting PO.

#### ADDITIONAL CHARGES

Additional shipping charges may also apply for direct to site delivery, weekend delivery, storage fees, gate services, call ahead notices, excessive unload times or other custom freight requests. Please contact customer service for any freight related questions.

#### DAMAGED PRODUCT

All merchandise is inspected and packed prior to shipment. It is the responsibility for the dealer to inspect packaging thoroughly upon delivery for any damages prior to accepting delivery. Obvious damages or shortages should be noted on the freight bill (bill of lading) and a claim filed immediately with Three H. Concealed damage should be reported to Three H immediately upon discovery. Any claims against Three H for apparent defects, errors or shortages must be made by the purchaser, in writing, within ten (10) working days after delivery. Failure to make a claim within ten (10) days shall constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages.