



# Austin Cabinetry Policies and Procedures (Professional Contacts)

## 1. Payment Policy

- a. A deposit of at least half of the balance is required to create an invoice and reserve and/or order your product(s)
- b. All invoices must be **paid in full** prior to the release of product for pick up or delivery
- c. Accepted payment methods include:
  - i. Cash
  - ii. Cashier's Check
  - iii. Personal Check (require 24-48 hours to clear prior to the release of product)
  - iv. Credit Card (option to keep your credit card information on file available)
- d. You may permit your customer to make a payment under your account
  - i. Your **verbal or written** approval must be received prior to accepting payment from your customer
  - ii. Please be aware that your customer will be informed of your professional price once your approval is given
  - iii. The billing information on the invoice will be updated to reflect the person who is paying for the invoice
  - iv. A copy of the invoice will be provided to your customer once payment has been completed

## 2. Design Layout Service

- a. All layouts completed by Austin Cabinetry are done so using measurements provided to us by our customers
- b. **Please note Austin Cabinetry will not accept responsibility or liability for the accuracy of the measurements provided**
  - i. **This includes any measurements provided to us by your customer, should you choose to allow them to work directly with us on the design**
- c. It is your responsibility to review the **layout and the itemized estimate or invoice** to ensure its accuracy

## 3. Order Transfer Policy

- a. Estimates and invoices created under a public contact are permitted to be moved to a professional contact prior full payment being received.
- b. A 15% "Transfer Fee" of the new total will be assessed to complete the transfer

## 4. Storage Fee Policy (Assembled Product Only)

- a. You will have **one week from the scheduled assembly date** to pick up your assembled product from our warehouse
- b. A **"Storage Fee" of \$20 per day** will be assessed on any assembled order that is picked up outside of the one week pick up window

## 5. Product Pick Up Policy

- a. At the time of pick up please visually confirm that all items (including accessories) listed on the packing slip have been received and loaded **prior to signing the packing slip**

- i. Please notify a Austin Cabinetry associate of any missing items, or items you intend to pick up at a later time **prior to signing the packing slip**
- b. Once all items (including accessories) listed on the packing slip have been received, sign and date the packing slip
- c. **Please note that Austin Cabinetry will not accept responsibility or liability for missing items that have a signed packing slip indicating they have been released to the customer or customer's representative**

#### **6. Product Delivery Policy**

- a. Customer (or authorized personnel) must be on location at the time of delivery
- b. Our delivery driver is not able to enter your home for liability reasons
- c. All products may be delivered to:
  - i. The front door
  - ii. The bottom of the steps
  - iii. Into the garage
  - iv. Into a storage unit
- d. Missing product(s) must be notated on the packing slip by the customer **at the time of delivery**

#### **7. Damaged Product Policy**

- a. You will have **one business day** from the date of the pick up or delivery to report any damage to the received products
  - i. **Please note that Austin Cabinetry will not accept responsibility or liability for damaged items that are not reported within one business day from the date of pick up or delivery**
  - ii. Reported damaged will be notated on the invoice
  - iii. Damaged products will be repaired or replaced in accordance with Austin Cabinetry's warranty

#### **8. Product Return Policy**

- a. Items eligible for return and 100% refund
  - i. Unassembled, locally warehoused cabinetry
  - ii. Unmodified, locally warehoused accessories
- b. Items **eligible** for return and 70% refund (30% restocking fee assessed)
  - i. Assembled, locally warehoused cabinetry
- c. Items **ineligible** for return
  - i. Special order cabinetry or accessories of any kind
    1. "Special Order" product will be labeled on the estimate and/or invoice in the product description field
  - ii. Modified or customized cabinetry or accessories of any kind
  - iii. Previously installed products of any kind

#### **9. Backordered Product Disclaimer**

- i. An item will be marked "Backordered" in the event that all of our locations are out of stock on the item(s) and we are awaiting the product(s) to be received in on a container
- ii. Any ETA given at the time of the estimate and/or invoice should not be considered a precise date for arrival, as uncontrollable variables may cause a delay (weather conditions, customs, etc.)
- iii. A notification email will be sent to the email on file once the backordered items arrive at our location