



WARRANTY

RESTAURANT SEATING SOURCE

23239 CALVERT ST.

WOODLAND HILLS, CA. 91367

(818) 914-4233

WWW.RESTAURANT-SEATING-SOURCE.COM

ORDERING & SHIPPING 2018

ORDER INFORMATION:

To order, please call us first with any questions (800 266-3905). When placing an order, we need all information in writing, product number or code, quantity, color of vinyl or fabric if necessary, finish of wood or metal, required height for seat or base if custom, size (for table tops) and other pertinent details. We will then calculate your total order plus shipping charges based on quantity, weight and shipping destination (if you are not picking up the order from our warehouse). For orders going to California, applicable sales tax will be applied (if you are not tax exempt).

PAYMENT/CREDIT:

New accounts are required to supply a credit application and agreement for open terms. Without credit, all accounts are to be considered Proforma. A 50% Deposit is required before processing an order. We only accept Company checks, Cashier's checks, MasterCard, Visa & American Express with a 3% convenience fee. We also accept checks via email when attached to our check authorization form.

We require the balance prior to releasing your order.

QUOTES & PHONE/FAX/EMAIL ORDERS:

Written quotations are valid only for 30 days, unless extended in writing.

LEAD TIME:

Production of your order would take from 2 days to 15 working days depending on the quantity and description of your order and stock availability. Production will begin upon receipt of deposit.

DELIVERY OR TRANSPORTATION:

Once production of your order is completed, delivery can be arranged. Delivery or transportation time is normally 2 to 10 business days, depending on the destination. Deliveries outside the lower 48 states will

take longer. Please specify if the destination requires a lift gate. Additional charges will apply.

FOB

All prices are FOB from our factories / distribution centers. Customer should advise us on preferred shipping method or company. If no carrier is named, Restaurant Seating Source reserves the right to ship by any method deemed appropriate. Customer is responsible for the freight charges. All delivery dates are only estimates and orders that arrive later than the scheduled date are free from penalties. Delivery date is subject to stock availability and Restaurant Seating Source is not responsible for late delivery if there is an accident or other natural causes beyond our control.

CANCELLATION AND CHANGES:

Once Restaurant Seating Source receives an order, it is fully binding and not subject to cancellation or changes by the customer. In the rare case where Restaurant Seating Source approves a cancellation or change, the customer will be held responsible and liable for all costs incurred. All changes or cancellations must be in writing with Restaurant Seating Source written consent.

COMPLETE ORDERS:

Customers will be notified when pick-up orders are ready. Orders not shipped within 30 days of notification will be subject to storage and handling charges. If after 90 days the ordered items are not picked up, then Restaurant Seating Source reserves the right to sell the items for the outstanding balance. Deposits for items not picked up are non-refundable. Storage charges will apply against the deposit.

ONE-YEAR WARRANTY:

All items provided by Restaurant Seating Source, INC. are warranted to the customer for one year from the date of the original invoice. We provide one-year warranty on our products' workmanship with normal use and service. The warranty does not include upholstery materials. The warranty does not apply to any products that have been misused, neglected, vandalized, altered or repaired by any party other than Restaurant Seating Source. During this warranty period, Restaurant Seating Source sole

obligation is to repair or replace products proven to be defective due to faulty workmanship and materials. Restaurant Seating Source. will not be liable for any loss, damage, or injury to persons or property after the products have been received, inspected and found to be in good condition and meeting the customer's requirements. Any warranty not explicitly stated herein are excluded and disclaimed by Restaurant Seating Source. without any limitations.

RETURNS:

Returns are not allowed without prior written agreement with Restaurant Seating Source and are subject to 40% re-stocking fee. Cost of pick-up and re-delivery of the items is also at the customer's expense. Unauthorized returns will be refused and sent to the customer freight collect.

CLAIMS:

The carrier (freight or trucking company) is responsible for the safe delivery of goods. Therefore all claims for loss, shortages or damage should be directed at the carrier. It is the customer's responsibility to check any damages or shortage on the carrier's bill of lading upon delivery. The customer is advised not to sign on the bill of lading if there is damage or shortage. If customer does sign the bill of lading, damage must be noted. It is the customer's responsibility to keep damaged cartons. Check the items first before signing. Once you sign and then report damage or shortage, the carrier might refuse to honor your claim. We will assist the customer in settling claims, but we are not responsible for damage in transit.

RETURNED CHECKS:

The customer will be charged an additional \$20 for any check given to Restaurant Seating Source and returned by the bank for any reason.