

# Affordable Display Products, Inc.

## Wood Display Products Terms & Conditions

Tel: 1-407-862-0656

Email: [sales@affordabledisplayproducts.com](mailto:sales@affordabledisplayproducts.com) (24 Hours)

Fax: 1-407-264-8822 (24 Hours)

Internet: [www.affordabledisplayproducts.com](http://www.affordabledisplayproducts.com)

### ORDERING

- No minimum order is ever required by Affordable Display Products, Inc.
- All purchase orders must be issued IN WRITING and faxed, mailed or emailed.
- When placing an order please specify quantity, product code, finish color, fabric pattern name, and fabric color.

### ORDER CHANGES/CANCELLATIONS

- Most orders ship within 48 hours of your order. Call us immediately to inquire about the possibility of making changes/ cancellations. Changes/cancellations must be confirmed IN WRITING. Cancellations may not be made after an order ships.
- Upholstered chairs and sofas will incur a 10% cancellation fee if production has started.

### CREDIT POLICY

- Affordable Display Products will extend credit to approved customers with current accounts.
- New customers must submit signed credit application including bank and trade references with current fax numbers.
- Upon credit approval, initial order will ship, subject to approved credit limits.
- Subsequent orders will be shipped on open credit, subject to approved credit limits and current account status.

### PAYMENT TERMS

- Invoices are created daily and emailed or mailed.
- All orders are invoiced at 1% 15, net 30-day payment terms.

### PRICE LIST

- Affordable Display Products, Inc. Official Wholesale Price List is published annually is valid January 1 – December 31.

### PRODUCTION TIMES

- Standard production time on non-upholstered products is 24 hours.
- Upholstered products ship within 72 hours.
- Large quantities may require additional time, call for details.
- Orders ship complete – if an order contains both upholstered and non-upholstered items, the order will follow the longer production timeline.

### SHIPPING/FREIGHT

- All Affordable Display Products can ship via UPS. Some products ship in multiple boxes.
- Affordable Display Products ships FOB Aberdeen, SD 57401.
- Affordable Display Products will choose the most cost effective shipping method unless you indicate a preference on your purchase order.
- Freight charges will be prepaid and added to your invoice.
- Freight estimates may be requested in writing. These are only estimates and a not a guarantee of charges.

### ADDITIONAL CHARGES

- Affordable Display Products reserves the right to pass along any unforeseen shipping charges, such as address correction fees, and return freight for undeliverable orders.

## **RETURNS/EXCHANGES**

- If you are not satisfied with your purchase, it may be returned or exchanged within 30 days.
- A Return Authorization (RMA) number is required for all returns and may be requested using the original purchase order number.
- RMA numbers are valid for 30 days.
- Custom items are non-returnable.
- Re-Boxing fees are a modest 15%.
- Returned/exchanged items must be in reusable condition – any item that displays obvious use will not be accepted for return/exchange. All items are inspected for damages when they are received at our warehouse. If an item is returned with damage, no credit will be issued.
- All returns/exchanges must be shipped freight prepaid to:
  - Affordable Display Products
  - 2916 Idea Avenue
  - Aberdeen, SD 57401-3340
- Credit for the full cost, minus re-boxing fees and shipping charges (where applicable), will be issue to customers upon receipt of the returned merchandise.

## **DAMAGES/DEFECTIVE (WARRANTY)**

- Affordable Display Products utilizes product-specific packaging techniques. This has kept our damage rates well below industry average. In the rare event that damage does occur during shipping, contact us and replacement parts will be shipped within 24 hours.
- Please reference your original purchase order number when calling to report damaged/defective items.
- Damaged/Defective items may be picked up or inspected by the carrier/manufacturer. The customer will be required to hold the damaged/defective item for 7-10 business days.
- If the product has not been inspected or picked up within that timeframe the customer may discard the item.
- Liability for damaged/defective merchandise is limited to the replacement or repair of that merchandise. Affordable Display Products is not liable for other damages, losses or costs.

- Affordable Display Products has shipping damage agreements in place with UPS and FedEx only. If the purchaser requests shipping via another carrier, purchaser assumes all responsibility for damages caused during shipping.

## **FABRIC**

- Affordable Display Products offers a large selection of fabric and healthcare approved antimicrobial vinyl.
- Fabric/vinyl samples are available at no cost upon request.

## **FABRIC COMBINATIONS**

- Many seating items may be selected with multiple upholstery covers on a single unit, such as vinyl seat and fabric back or two vinyl chairs and two fabric chairs in a sofa. Affordable Display Products will accommodate these special requests as outlined below.
- Indicate clearly on the original order the combination of desired fabrics as follows:
  - Chair Model
  - Finish
  - Seat Fabric
  - Back Fabric
  - For multi-chairs/sofas indicate by seat number (left to right when facing).
- Pricing is based on these fees added to the highest grade fabric included on the piece.
  - Chair \$6
  - Sofa \$12
  - Bariatric Sofa \$N/C
- Combinations are available on standard and designer fabrics at standard production times. Combinations using COM fabrics may require additional production time and must follow the COM order process.

### **COM (Customer's Own Material)**

- COM service is also available and is priced at Standard Fabric Prices.
- See our COM specifications sheet for specific information.
- COM yardage shown is for solid, non-directional fabric and vinyl. Print and directional patterns may require additional yardage.
- Please submit a one-third yard sample with product specifications for approval prior to submitting COM orders.

### **FIRE CODES**

- All Affordable Display Products seating meets the requirements of the CAL 117 fire code.

### **WEIGHT CAPACITY**

- All standard Affordable Display Products seating has a weight capacity of 400 pounds per seat.
- All bariatric seating has a weight capacity of 800 pounds per seat.

### **WOOD FINISHES**

- Affordable Display Products state-of-the-art triple coat finishing process is available in three colors – Light Oak, Medium Oak and Dark Red Mahogany. All three standard finish colors are available on all product lines.

- Affordable Display Products wood supplier finishes all product components before assembly to assure an even finish in all joints, nooks and crannies. Light finishes contain little or no pigmentation, thus the natural shading of the wood will show through.
- Due to differences in their nature, solid wood and veneers may not always match exactly.
- Wood Finish samples are available at no cost upon request.
- A limited number of items are also available unfinished for custom stain applications.

### **DIMENSIONS**

- Overall dimensions shown in this price guide are maximum dimensions.
- Inside dimensions shown in this price guide are minimum dimensions.

### **SHOWROOM**

- Products for display in your showroom or for photography are available at a 75% discount from list.

### **PRODUCT PHOTOGRAPHY**

- Affordable Display Products provides photography of all of our products via our ftp site at:  
ftp://woodenmallet.com/dealer  
User Name: dealer  
Password: wooden

## **CUSTOM LASER ENGRAVING**

- Affordable Display Products offers custom laser engraving on the following products. A variety of fonts and graphic symbols are available to choose from. Contact us for availability of custom logos.
- Single engravable panel:
  - BR24-4
  - MR24-4
  - MR36-7
  - MR48-1
  - MR7-FS
  - MR10-FS
  - PCH15-1
  - PCH24-3
  - PCH36-5
  - CH15-1
  - CH14-1
  - CHD15-1
  - CH14-2
  - CH14-3
  - CH14-5
  - CH14-10
  - CH10-FS
  - OCHS15-1
  - OCHO20-1
  - XR-1
- Two engravable panels:
  - MR24-8
  - MR48-20
  - MR36-14
  - MR14-FS
  - MR20-FS
- Only the bottom panels are engravable on multi-pocket items.
  - Indicate Right/Left panel when facing rack.
- Engraving Up charges
  - \$5.00/per panel – Graphic OR Text
  - \$8.00/per panel – Graphic AND Text
    - Graphic AND Text Engraving Options
      - Graphic Left/Text Right
      - Text Left/Graphic Right
      - Text Top/Graphic Bottom
      - Graphic Top/Text Bottom
- Proofs must be requested and are provided at no cost.
- Standard production time is 48 hours on engraved items. Delayed response on proofs will affect shipment times.

### **Affordable Display Products, Inc. ONE YEAR LIMITED WARRANTY**

Affordable Display Products, Inc. warrants that its wood products shall be free from defects in original material and workmanship for a period of one year from the original shipment date. This warranty shall not apply to normal wear and tear or in the event products are damaged as a result of misuse, abuse, vandalism, neglect, accident, improper application, and modification or repair by persons not authorized by Affordable Display Products, Inc. Affordable Display Products, Inc. will, at its discretion, repair or replace any defects. Any repair or replacement must be approved in advance by the factory before any action is taken. There are no implied warranties of fitness or merchantability, and there are no other express warranties beyond the warranties expressed here.