

# TERMS & CONDITIONS

## In-stock Program Availability & Lead time

Products in the In-Stock Program typically ship within 5 business days. Occasionally, high demand may deplete stock, transit time usually ranges from 5 to 7 business days.

## Order Acknowledgment

Cherry Man sends acknowledgments on all orders. The Order Acknowledgment serves as the final agreement between the Company and the customer, superseding all previous communications regarding that order.

## Back Orders

In the event an item is not available, you can choose from the following options:

- Option 1: Hold order until back order is available.
- Option 2: Partial ship available products and ship back order items when product becomes available. Minimum freight charges apply for both the initial partial shipment and subsequent back order shipments.

## Zone Pricing

Standard program pricing is based on the ship to location, designated as below.

**ZONE ONE:** Southern California & Georgia

- Minimum \$750 Net or \$75 shipping charge.

**ZONE TWO:** California, Nevada, Arizona, Florida, South Carolina, North Carolina, Tennessee, Alabama, Mississippi and Louisiana

- Minimum \$1,250 Net or \$125 shipping charge.

**ZONE THREE:** The Balance of the continental United States not listed in zones one and two.

- Minimum \$1,750 Net or \$175 shipping charge.

## ACCESSORIAL CHARGES

Will be applied to the below shipments, rates are subject to change without notice.

- Liftgate - \$75 net
- Inside delivery - \$75 net
- Residential, Non-commercial, Limited access - \$175 net
- Call before - \$10 net

## Cancellation and Order Changes

Cancellations or revisions will not be accepted once the order is confirmed.

## Returns

Returns will not be accepted once the order has been shipped.

## Freight Damage & Refusals | Shortages

Customer must note any freight damages or shortages on the Delivery Receipt. Claims must be filed through our website <http://www.cherrymanindustries.com/claims/> or by emailing [csr@cherrymanindustries.com](mailto:csr@cherrymanindustries.com)

### 1. Freight Damage

File with photos of damaged cartons within 15 days of receipt of goods.

### 2. Concealed Damage & Manufacturing Defect

File within 30 calendar days of receipt of goods. Customer must attach photos of each product item and corresponding carton.

### 3. Container Purchase

File within 30 days of receipt of goods. The claim may not be approved if the product is moved from the original 'ship to' location. Disclaimer Prices shown are list prices. We reserve the right to correct any typographical errors and make product changes without prior notice. Measurements listed in price book are rounded off.

## Grommets

Grommets for cables are provided in all work surfaces and hutches.

Black Cherry, Park Walnut, and Sienna Mahogany have black grommets.

Valley Grey has satin grey grommets.

Product Assembly AMBER collections

Most product are shipped in a Ready to Assemble state.

## Ordering

- Reach out to your Sales Representative to open an account. Terms are available upon credit application approval.
- Orders must include all necessary details, including requested ship dates. Standard shipping times are within 5 business days.
- Orders requiring shipment more than 14 days after order confirmation must be fully prepaid and shipped within 30 days of payment confirmation.
- A storage fee will be applied after 30 days of order confirmation, but not shipped.

## STORAGE FEE

- Orders will be held free of charge for a maximum of 30 days from the date that the orders are complete and available to ship. If a hold order is requested by the customer, payment will be required in full and the order may not be cancelled, modified, or refunded. In addition, a storage fee will be applied after 30 days of order confirmation.