

JAMIE BECKWITH[®]

COLLECTION

ENIGMA[®] LINE TERMS & CONDITIONS

DELIVERY

Immediately upon delivery, please review the shipment for accuracy of materials ordered, including quantity, quality, color, and for any shipping damage. Contact your sales representative immediately if any problems exist. Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All other claims must be submitted in writing to Jamie Beckwith Collection[®] within 7 days of receipt of material. We may ask you to provide photos illustrating the damage.

QUANTITIES

All quantities must be checked by an installer or contractor, as we will not be held responsible for discrepancies in quantities. Although we (Jamie Beckwith Collection[®]) may assist in preparation of quantities for material on an order/invoice, all quantities must be checked by a contractor or installer. Any additions or changes to the order could delay the order. When product is ordered, 5% to 7% must be added to the actual square footage needed for cutting and grading allowance. As a rule of thumb we provide a surfacing calculator to approximate the number of tiles needed, however the shape of the room will play a role in determining the percentage of waste needed.

INSTALLER/OWNER RESPONSIBILITY

The Enigma[®] Hardwood Surfacing Line is a product of nature and therefore some variation in color, texture and finish is expected. These are not considered flaws. Our wood product is manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type.

The installer assumes all responsibility for final inspection of product quality. This inspection of all product should be done before installation. Jamie Beckwith Collection[®] does not accept responsibility or liability for installation, sealing, or refinishing of any product. Carefully examine product for color, finish and quality before installing it. Unless otherwise noted, the product should be installed according to industry standards. Always use an experienced installation professional.

Prior to installation, the installer/owner has final inspection responsibility as to grade, manufacture and factory finish. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. Materials should be installed by pulling from all crates or boxes to ensure optimal blending of shade variation. No adjustment can be made once the material has been installed.

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Should an individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece. Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.

PAYMENT TERMS & CREDIT EXTENSION

Dependent on customer and/or product lead time, up to 100% and never less than 50% is due upon placement of order. The balance of the order is due before shipping. Shipping costs are to be incurred by the purchaser. All shipping is fully insured and trackable. Our staff will work on getting the best possible shipping rate. All items are insured for the entire purchase amount and a signature is required for delivery.

RETURNS & CANCELLATIONS

Custom/special orders (including make-to-order) - NO returns will be accepted. These orders are non-cancelable once the order has been placed. All deposits are non-refundable.

Lead time is approximately eight weeks and is provided as an estimate. Jamie Beckwith Collection[®] will make every effort to deliver the product in the shortest time possible. Jamie Beckwith Collection[®] will not be held responsible for orders that take longer than the eight week lead time. We recommend that you do not schedule the installation until you receive your product. Jamie Beckwith Collection[®] will not accept project leftovers for return. Items that incur damage and/or warping due to improper storage conditions on buyers premises are not returnable and are not covered by our warranty. Production lead times starts only after client approval and initial payment is received and cleared.