

Terms and Conditions



General

- Payment due in full at time of order. Interest at the rate of 1.5% per month (18% per annum) will be charged on unpaid balance. In the event that the matter is turned over to an attorney for collections, the customer will be charged for any and all fees associated with the attempt to collect the debt.
- Product orders come from many manufacturers, distributors, and geographical locations of which Floor Craft has extremely limited control over product ETA's. Floor Craft makes no guarantees on delivery dates and any information provided on delivery dates is only as accurate as the information we are given.
- Floor Craft sales personnel may help in take off calculations, but it is ultimately the customer's responsibility to determine final quantities. Floor Craft will not be held responsible for material shortages or excess material being ordered.
- Samples are meant to represent the ordered product and are not guaranteed to be an exact match.
- Vents, transitions, and profiles are meant to coordinate with the flooring, and will not be an exact match.
- Field tile and corresponding trim pieces are meant to coordinate; a slight variance between the pieces is common and considered acceptable.
- All natural stone is a product of the Earth and will have variation in color, thickness, and veining.
- After receiving initial notice that all material has arrived, product must be picked up or delivered within 30 days. At the start of each subsequent week past the 30 day mark a \$25 charge will be assessed for inventory storage.
- Received signature constitutes acceptance of the product
- Any notice of damaged or incorrect product must be provided within three days of receiving the material in order for a replacement to be honored.
- Floor Craft assumes no responsibility or liability in securing the load, determining vehicle load capacities, or any damage or harm resulting during product transit. It is solely the customer's responsibility to determine the safest and most secure method of transporting product.

Delivery

- Our Scheduler will contact the customer to coordinate delivery of the material, and will provide a 2 hour window that the material will be delivered within.
- If customer is not present to receive the material it will be brought back to Floor Craft, and any further delivery attempts will be charged for at the standard mileage rate.
- Floor Craft will make one delivery trip. If customer would like Floor Craft to deliver a portion of the order while waiting on the remainder to arrive Floor Craft will do so, but the customer is responsible for picking up the remaining items or paying another delivery charge. Otherwise Floor Craft will deliver entire order once all material has arrived.
- Delivered product will be unloaded and stacked on the main level of the house or in the garage; product will not be taken into any specific rooms not on the main level where the installation may be taking place.

Customer Conversation Documentation

I, the customer, fully understand and accept the terms and conditions outlined above.

Customer Signature: _____

Date: _____