

# TERMS & CONDITIONS

## CREDIT TERMS:

- Net 30 for established customers with terms already set up.
- All orders for new and/or non-term customers will be billed on prepayment terms. (VISA, MC or AMEX).
- All prepay orders will be billed at the time the order is placed.
- 50% deposit is required on receipt of all custom orders.
- Orders over \$10,000.00 will require 50% deposit.

## SHIPPING:

- All orders are FOB Gainey Ceramics.
- All orders under \$500.00 that need to be palletized will be charged a \$35.00 handling fee.

## BREAKAGE:

- Credit and/or replacement cannot be issued unless breakage is noted on the delivery receipt.
- If breakage occurs, please notify Gainey Ceramics within 48 hours in order to process a claim.
- All damages must be inspected and noted on the delivery receipt, both the driver copy and your copy and a claim filed with the carrier.
- Fax a copy of the delivery receipt to Gainey Ceramics at 909-593-0488 or 909-596-9337. Contact your Gainey Ceramics customer service representative immediately.

## RETURN AND EXCHANGE POLICY:

- All items are made to order.
- No product may be returned to Gainey Ceramics without written consent.
- Authorized returns are subject to a 25% restocking fee.
- All returned goods must be sent back prepaid within 3 days of receiving our written consent.
- Credit is subject to inspection by our receiving department.
- Any product not returned in resalable condition will not be credited the full amount.
- All unauthorized returns will be returned to the customer freight collect.

## CANCELLATIONS:

- Orders not canceled within 24 hours will incur charges.
- Care must be used on all orders in specifying quantities and colors, as no allowances will be made for returns unless it is our mistake in filling the order.
- Orders that are already palletized and ready to ship will incur a \$100.00 charge for changes and a 25% restocking fee for cancellations.

## DISCLAIMERS:

- All colors are represented as accurately as possible.
- Photographic procedures may alter the hues and textures.
- Shape, texture, and color variations are inherent characteristics of all ceramic and fiberglass planters.
- Planters/containers received may differ from sample chip or sample planter/container submitted.
- Any questions regarding acceptability of products must be resolved **prior to installation, no adjustments will be made after installation.** Please contact a company representative if you have any questions .
- Gainey Ceramics assumes no risk for damage incurred in transit.
- All items are shipped at purchaser's risk.
- Containers that are found to be defective will be repaired or replaced at Gainey Ceramics' discretion.
- Products and finishes not shown on the website or in the current Gainey catalogs are considered to be special order items. Please contact Gainey Ceramics to see if these products and finishes are still available.
- Ceramic glazes and fiberglass paint reflect light differently, this will result in colors not being exact matches. Please request samples if you are blending fiberglass and ceramic products on the same job.

## PROCEDURE TO MAKE A CLAIM:

- The original purchaser must notify Gainey Ceramics in writing within 30 days of the occurrence of any manufacturer's defect.
- No claim will be honored without the product having been inspected by a Gainey Ceramics representative.
- Gainey Ceramics may require a photo as a proof of claim.

## RECOMMENDATIONS FOR OUR PRODUCTS:

- We strongly recommend drilling and sealing all containers that need to be direct planted. Please speak with your representative about reinforcing fiberglass planters that will be direct planted.
- Fiberglass planters that are direct planted must be sealed, reinforced and drilled.
- Fiberglass planters should be washed and waxed on a regular basis.
- Ceramic products will craze, to keep them looking their best a regular washing using a product like Lime Away, followed by the use of a good quality tile sealer will keep them looking their best for years.
- Gainey Ceramics does not recommend painting ceramic planters and will not warranty them.
- Sealing is available upon request for an additional 5% charge.
- If our fiberglass planters are used outdoors and are exposed to freezing temperatures, drainage holes should be supplied and will incur a 5% charge.
- Ceramic and Fiberglass planters will not be drilled unless specified.
- Ceramic planters should not be subject to freezing temperatures.
- Planters should never be placed on any surface as moisture from condensation may damage that surface. We recommend the use of saucers, cork mats or plexi trivets to elevate planters from all surfaces.

## Photo Credit:

- Natural Ambience page 4,5, and 6 (right).