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## TERMS AND CONDITIONS #Z030

Signature of Zandur Sales Order confirms that you are an authorized representative of the purchasing company and you have read, understand and agree to the terms and conditions set forth in this document.

### General:

- A. Less than Minimum Charge:** \$50 Packing fee will apply to orders less than \$500.
  - B. Terms:** 50% deposit required on all orders for non-standard and/or custom products and on orders from new accounts.
  - C. Custom and non-standard material** may be shipped with up to 5% overage. This will be charged at standard price.
  - D. Lead Times:** Non-stock materials may carry a lead time. Contact Zandur or your local agent for stock status.
1. **Terms:** Prices FOB Nottingham, PA 19362 unless specified otherwise.
  2. **Forms of Payment: Check, Visa, Mastercard, Wire Transfer.** Payments over \$750 made on a credit card will be charged a 3.5% premium. **Domestic wires are charged \$20.00 per transfer, International wires are charged \$40 per transfer.** Any additional transfer fees are the responsibility of the transferring party. Returned checks will incur a charge of \$40.00.
  3. **Credit:** All orders placed with Zandur from companies that do not have account activity within the past twelve months or have not done business with Zandur are automatically placed on a prepaid status and must either re-submit credit information or make payment in full prior to shipment. Credit applications are only processed for orders greater than \$2,500. Orders less than this amount must be pre-paid unless customer has existing Net 30 terms. Customers whose order total is \$2,500.00 or more are eligible to place a 50% deposit and complete a credit application. Upon credit approval and receipt of deposit, the order will be shipped and the balance placed on a Net 30 account. Upon satisfactory payment performance on first order, customer terms will be set at net 30 and deposits will not be required for future orders within credit limit. Account must remain active over subsequent 12 month period to remain on net 30 terms.
  4. **Custom and Non-Standard Item Orders:**  
**Prepayment:** Custom orders require 50% deposit at time of order which is non-refundable once production begins.  
**Color Lotting (floor coverings):** While custom orders are produced in single runs, customer understands and accepts that order may be shipped in multiple color lots. Refer to section 8 for details.  
**Overage:** Orders may ship with up to 5% overage. Customer agrees to accept and pay for any such overage.
  5. **Cancellation:** Orders may be cancelled at any time prior to shipment with the exception of custom and non-stock item orders or any orders greater than 2500 square feet. These orders may only be cancelled if production has not commenced. Custom or Non Stock item Orders may not be cancelled once production has commenced and may not be returned for any reason. Customer is liable for full invoice amount on non-cancellable or non-returnable items as well as any disposal, freight or storage charges incurred due to refusal of shipment.

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6. **Return Policy:** Returns are only accepted on materials within 30 days of invoice date on unopened cartons in saleable condition and are subject to a 25% re-stocking charge.

**Returns are not accepted on:**

- **Flooring cut into non-standard dimensions. Refer to available dimension data sheet #032**
- **Adhesives, finishes or maintenance products.**
- **Orders greater than 2500 ft<sup>2</sup> for any reason, unless approved by Zandur management**
- **Custom or Non-Standard Product Orders**
- **Stair Treads with VI strips installed**
- **Orders of ½” thick cork flooring in any pattern or dimension**

Returns must be accompanied by a Zandur RMA code. Customer is responsible for return freight and any damage incurred during shipping. Returns must be shipped via pre-paid freight and insured.

7. **Lead Time:** Lead time is based on average production and transit time. Delays resulting from, but not limited to, production, transport, customs and weather can occur. Zandur accepts no liability for any such delays.
8. **Color Lotting and Shade Variance:** Zandur flooring contains significant natural content. As a result, slight shade variance is inherent and considered desirable due to the natural subtleties created in the floor layout. Zandur does inspect and segregate materials to limit such variance to an acceptable level. As a result, your shipment may contain separately packaged, individual color lots. While these lots may typically be installed together and are within accepted variance, it is recommended that they be installed in separate areas where possible.
9. **Adhesives and Installation Products:** Zandur or its' agents make adhesive or installation product recommendations based upon standard practices and procedures, not based upon specific site conditions. Therefore, the final determination as to which adhesives and/or installation products are appropriate is the sole responsibility of the customer.