

TERMS & CONDITIONS

RONBOW®

Prices: Prices are F.O.B. Newark, California unless otherwise noted. Prices are subject to change without notice. All prices listed are in U.S. Dollars. Prices do not include shipping, special packaging or handling charges.

Order Policy: Fax orders are the best way to send in your order. All orders must be submitted in writing by including a purchase order number, job or customer name. An Order Confirmation will be sent out within 24 hours by fax or email.

Credit Approval: Acceptance of orders, shipments, deliveries and performance of work shall at all times be subject to the approval of RONBOW's credit department. RONBOW may at any time decline an order or decline to make any shipment or delivery or perform any work except upon receipt of payment, or security, or upon terms and conditions satisfactory to such department.

Terms of Payment: The cash payment terms, if any, will be set forth on the face of the sales order confirmation or invoice. Terms are Net 30 days from date of invoice or 2%, 10 days (payments made within 10 days from date of invoice receive a 2% discount). Past due accounts are subject to 1.5% monthly interest charge on any unpaid balance.

Code Compliance: RONBOW makes no representation that its products comply with any or all local building or plumbing codes. It is the Buyer's responsibility for determining local code compliance.

Open & Close Account: Ronbow reserves the right to change dealer level or remove the dealer from its status as an authorized RONBOW dealer. RONBOW further reserves the right to open or close any account at any time.

Cancellation: Orders for modified, special order, or custom product, as well as those not listed in current list price books may not be cancelled or returned. Orders for all other products in current list price books must be cancelled in writing prior to shipment.

Damage in Transit/Shortage: Every reasonable precaution is taken against breakage or other damage in transit. Seller's risk of loss ceases at the time the goods are placed at Buyer's disposal. Buyer assumes responsibility for all merchandise received in original condition upon delivery. It is the Buyer's responsibility to inspect products upon delivery for transit damage and/or shortage. If damage or shortage is detected, it should be duly noted on the Bill of Lading before signing for merchandise. Report all damages as soon as possible, not to exceed 10 days. All claims of lost or damaged merchandise due to shipping must be made to the carrier.

Return Merchandise: No returns will be accepted after 90 days (3 months) from date of invoice. Any installed or modified product and/or special order items are non-returnable. All items returned must be in good resalable condition and in original undamaged package. Damaged boxes may incur a \$10 - \$40 rebox charge. All returned products will incur a 20% (\$20.00 minimum) restock fee. A Return Goods Authorization (RGA) must be issued by RONBOW before any item can be returned. A copy of the original invoice and reason for return is required to issue a RGA. RGAs will expire 30 days from date of issue. Dealer is responsible for all packing, shipping and handling charges for the cost of the returning the item to RONBOW. If merchandise is received damaged, there will be no credit issued. Returned merchandise that has been discontinued will not be credited.

WARRANTY

All RONBOW products carry RONBOW's One-Year Limited Warranty when purchased from an Authorized Ronbow Dealer unless otherwise noted. Damage caused during moving (tipping over) or during installation is not a defect or warranty issue and will not be considered as such. This warranty does not cover installation or any other labor charges associated with the repair, removal, reinstallation or consequential damages. The warranty does not cover product failure caused by abusive treatment, surface scratches, misuse, neglect or damage due to handling or faulty installations. This warranty applies only to the original purchaser and to the original installation of the product. This warranty is void if the product has been moved from its initial place of installation. Defective products or parts will be replaced on a rush and availability basis. RONBOW must be notified in writing upon discovery of any defect in the product, including a detailed description of the alleged defect. This warranty does not apply to local building code compliance. The buyer should check with the local related plumbing codes before installation.

RONBOW furniture is made of naturally variable raw materials. Differences in grain character and color among wood and plant species and stones and minerals are naturally occurring variations and are not within the control of the manufacturer nor considered defects under this warranty. Natural color changes, variations, or movements in lumber or veneer products, and exposure to extreme temperature changes and direct sunlight, may cause color changes and/or surface damage and are not covered by this warranty.

Tempered Glass Characteristics: Due to the manufacturing process, glass will tend to have a greenish tint. This is a natural feature and is not considered a defect. As a result of the tempering process or otherwise, color variation in glass may occur in certain products.

Stone Characteristics: Color variations in stone are a natural occurrence. For this reason, new and/or replacement pieces may not match display samples and/or existing pieces. Natural occurring stone characteristics such as variation in grain, color, mineral streaks are not considered defective product.

Finish and Wood Characteristics: All wood naturally ages, darkens, changes in color, and mellows over time due primarily to exposure to light. While this color change is imperceptible from day to day, it may be significant over a longer period of time, or due to amount of light the wood is exposed to. On warranty replacement doors or drawers, we will not guarantee an exact color match. Imperfections such as checks (small surface splits), pitch pockets (small dark holes) or darker mineral streaks are natural and are not considered defects.