

PATINA

ORDER TERMS & CONDITIONS

Thank you for your purchase. Terms and conditions are as follows:

Please note this sale is final and may not be cancelled or returned.

The balance due must be paid in full prior to shipping being scheduled. Balance is due within 10 day of you order being completed and ready to ship. If your order is not shipped within 10 days of completion because of non payment you will be charged a fee of 2% of the total order per month. (Minimum \$100.00 per month).

Prior to delivery, please be certain that the flooring ordered will fit through doorways, hallways, elevators, etc. Upon delivery, wood flooring must be thoroughly inspected and the delivery receipt signed. In the rare event that you order arrives damaged, all issues must be clearly noted on the delivery slip in order to process a claim. If possible, take photos of all damaged materials. Upon delivery you, the customer, are responsible for the material.

Wood flooring requires relative humidity of 35% to 55% for optimum performance. It is the purchaser's responsibility to maintain humidity level. Lack of or excessive humidity can cause wood floors to cup, crack, or shrink causing gaps.

After delivery to job site, materials must be spread through out the space in their original bundles and left to acclimate to the job site's environment for a period of no shorter than 1 week. It is the responsibility of the purchaser to maintain the job site's environment as stated above.

Wood is a creation of nature and therefore can have a great deal of variability in color, grain, texture and appearance. Samples sent to clients, demonstrate general characteristics of any given wood type.

Wood flooring is affected by sunlight. Some woods darken or lighten when exposed to light. It is the purchaser's responsibility to use window treatments to prevent this, if desired.

Wood floors can dent. Fit all furniture with protective felt pads. Always use protective sheeting such as plywood or masonite, when moving heavy furniture or appliances. Never roll or slide heavy objects directly on the floor. High heels and shoes with spikes or cleats can also dent wood floors.

Never wet mop a wood floor. Wet mopping can cause warping and cracking.

Henderson Wood Floors guarantees that all wood floors are thoroughly kiln dried to proper moisture content and properly milled to industry standards and are of the grade species listed on the invoice for a period of one year. Dimensions may be nominal.

This agreement shall be governed by and enforced in accordance with the laws of the State of California. Any action to enforce this agreement shall be brought in the federal or state courts in Ventura, California and the client consents to the jurisdiction of such courts.

No warranties other than those indicated above shall be made or accepted by any agent in the employment of Patina Old Wood Flooring and it is further understood that all orders are contingent upon strikes, accidents or delays beyond the control of Patina Old Wood Flooring.

I have read, understand, and agree to the above terms and conditions.

Signature

Date