



RWH Products, LLC Terms of Service

PAYMENT TERMS

We accept Visa and Master Card payments for customers without an open account. Our sales and accounting staff can assist you with this process. A commercial account application can be made through this website. Open accounts require five commercial references and bank information. Please allow up to three weeks for processing of the application. Commercial account terms are NET 30 days when payment is made via Check, Money Order, or Credit Card. For those without an account, full payment with credit card is required at the time of purchase. Purchases made from within the state of Pennsylvania are subject to Pennsylvania sales tax.

CANCELLATION and REVISION POLICIES

Special order materials are ordered within two business days of receipt of the online order and are derived from your order as configured by you. Due to the nature of custom orders, certain materials such as laminate and edge banding are purchased specifically for your order. Therefore, by placing your order you agree to be liable for all special order materials should the order need to be cancelled or revised. Order revisions or cancellations should be directed to RWH Products, LLC or by contacting us at (570) 765-2527. A sales representative will be available to help with this process. Changes to orders may result in additional charges depending upon the status of your order in the production schedule.

NO REVISIONS WILL BE ACCEPTED LATER THAN TWO BUSINESS DAYS PRIOR TO THE START OF SCHEDULED PRODUCTION.

FINAL REVIEW

RWH Products, LLC reserves the right to review each order and make changes to lead times or price. You will be notified within two business days of any changes via email or phone. You maintain the right to final approval on any and all changes to your order status or price. You may cancel your order at this time without penalty.

MATERIAL DELAYS

From time to time backordered materials cause delays in production and are typically out of our control. RWH Products, LLC works closely with its vendors to expedite materials whenever possible so that the job may stay on track. However, when delays are unavoidable, you will be notified via email or phone as soon as a backorder situation is discovered. RWH Products, LLC assumes no liability for costs incurred due to production delays. You have the right to cancel the order without penalty if the order is delayed longer than 10 days.

RETURNS

ALL SALES ARE FINAL. Returns are at the discretion of RWH Products, LLC. Please contact us via phone or email to obtain a return authorization number prior to sending any item back to the factory. Unauthorized returns will be refused at our dock. Please inspect the shipment upon receipt. In the event that damage has occurred during transit the following procedures must be followed:

- Make note of any external packaging damaging on the bill of lading such as broken skids or punctured wrapping. (Digital pictures are extremely helpful in filing claims)
- For RWH Products, LLC prepaid freight, contact our sales department within five (5) business days of receipt for a return authorization number. The Standard Warranty will be void if goods are repaired or replaced without first obtaining our written consent.

Phone - (570) 765 - 2527

Email – sales@rwhproducts.com

- Affix the return authorization number to all shipping documents.
- For collect freight or customer account contact the freight carrier. At RWH Products, LLC's discretion, credit may be offered rather than replacement. RWH Products, LLC's liability is limited to the cost of the original product. No other warranty is expressed or implied.

LIABILITY

In so much as our intended customers are professionals from within the wood related industries, it shall be the customer's responsibility to verify that the products sold within this site are suitable for the intended use. The customer assumes all risk and liability for the appropriate use of these products. RWH Products, LLC's obligation is limited to the replacement or credit for defective products. We recommend that a sample cabinet be ordered for purposes of testing and representation to the end user. Sample cabinets are available at a discount to encourage first time customers to take advantage of this program.

SHIPPING

Cabinets are individually wrapped and labeled for room location as they exit the work cells. Upon completion of the job or phase, they are then bulk wrapped on skids ready for shipment to your shop or jobsite.

Delivered prices are based on freight on board (FOB) pricing. You should be prepared to unload via loading dock or forklift and have the necessary equipment to move palletized packages. Additional charges may apply for hand unloading and extended waiting. All ABF Trucking policies and restrictions apply to Less-than-Truck-Load (LTL) deliveries.

For more information visit <http://www.abfs.com/about/profile/>

Additional charges may apply:

Extra Stop - \$50.00 each

Waiting beyond 2 hours - \$75.00 / Hour