

# SILHO Furniture disclaimer

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## **Lead times**

Lead times are approximate. We do our best to deliver on schedule, but certain factors outside of our control make it impossible to guarantee the lead time of your order. Silho Furniture does not accept cancellations on the basis of an outstanding lead time.

## **Finishes and Fabrics**

Due to the intrinsic variations of both wood, metals, fabrics and leathers some differences should be anticipated. Silho Furniture does not accept cancellations on the basis of these variations. Custom finishes are permitted if the customer supplies the sample to reference. A 10% up-charge will be added to the order for any custom finishes.

## **Custom Orders**

- For custom orders, Silho offers one complimentary CAD drawing with one revised drawing. Any further revisions are \$40.00 per drawing.
- All custom order prices are net.
- All details must be specified before lead-times begin.

## **Sales Discounts and Exemptions**

- Designer discounts are applied with proof of trade only. Proof of trade includes the Interior Designer's business card or resale license.
- Tax will only be exempt with a Resale Certificate Form filled out, signed and a resale license. A copy of one's resale license will not be sufficient.

## **Delivery and Installation**

- Delivery and installation charges are not included in the price of any item.
- Delivery and installations are scheduled only once the order has been paid in full.
- It is the customer's responsibility to inform Silho Furniture of any access obstructions that may be cause for a difficult delivery. This includes elevators, staircases, hallways and doorways. Silho Furniture is not responsible for the extra costs these obstructions may present.
- If no one is present for the time of the scheduled delivery, the customer will be responsible for the cost of redelivery.
- Silho does not provide an out-of-state delivery service. We are happy to refer our clients to independent delivery companies and aid in coordinating. Silho accepts no responsibility with any claims between client and delivery service.
- After completion date, Silho Furniture will store an order up to two weeks. After two weeks, a \$250 storage fee will be applied per month. All storage fees must be paid in full prior to release of the order.

## **Returns and Cancellations**

Silho Furniture does not accept cancellations on custom/special orders under any circumstances after 24 hours of purchase date. Custom orders cancelled within 24 hours of purchase date will be charged 10% of the order total.

## ***Client Signature***

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*In order to initiate production of your order, please sign and fax to 323.935.9055*