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FURNITURE

Trade Sale - Terms and Conditions

Order Submission:

Orders should be submitted to your Copeland Furniture sales representative first who will review the order and submit it to Copeland. We require the following information on all purchase orders:

- Ship to Address – *please specify whether this is a commercial address to which a 53 ft. truck can deliver, with a loading dock, pallet jack, etc. or whether this will be a threshold or white glove delivery*

- PO# / Sidemark if required – *please include the following information*
  - Product SKU
  - Product Description
  - Unit Price

Note: all freight charges will be acknowledged and billed as a separate line item

Orders will be acknowledged to the Copeland Furniture sales representative, who will in turn review them and forward them to the purchaser. The purchaser should bring errors to their representative's attention, who will in turn notify Copeland of the discrepancy. If there is a change made, a new acknowledgement will be generated.

Payment:

Copeland Furniture does not offer credit terms to non-stocking dealers. A 50% deposit is required at the time the order is placed and the balance is due, plus freight, prior to delivery.

We do accept credit cards as a form of payment. To pay by credit card, please call **Denae Ballou** at **802-222-9282 ext. 106.** We do charge a transaction fee of 3% for credit card charges:

Checks should indicate the sales order acknowledgment number and be mailed to:

Copeland Furniture, 156 Industrial Dr., Bradford, VT 05033

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Shipment

Unless specified and arranged otherwise, shipment will be made by our preferred carrier, Styline Logistics. Delivery typically takes 7-10 business days.

Freight Damage

The receiver is responsible for inspecting delivered goods and reporting freight damage. Damage to the packaging should be noted at the time of delivery. Photographs of the packaging should be taken if concealed damage is suspected. **If damage to the goods and/or the packaging is noted, the delivery should not be refused.** Rather, the delivery should be accepted and one of the following should occur:

- If Copeland's preferred carrier, Styline, is used, Copeland will be responsible for filing a freight claim for the damaged goods. Please contact Copeland with the information and photos, and we will place a replacement order. Replacement orders take 2-4 weeks to manufacture. In this case the purchaser will not be responsible for the freight charges for the replacement shipment. ***see note on following page**

- *In the event that freight damage was concealed at the time of delivery, the damage must be reported to Copeland, along with photographs of the damaged pieces,* ***within 10 days of the delivery.*** If Copeland's preferred carrier, Styline, is used, Copeland will be responsible for filing a freight claim for the damaged goods, **but only if the damaged goods have not been moved from the original delivery location.*** Please contact Copeland with the information and photos, and we will place a replacement order. Replacement orders take 2-4 weeks to manufacture. In this case the purchaser will not be responsible for the freight charges for the replacement shipment.***see note on following page**

- If Copeland's preferred carrier, Styline is not used, Copeland will not be responsible for filing the freight claim. The purchaser will be required to file the claim, and will be responsible for recovering all the costs associated with the replacement order, including freight, from the selected carrier.

156 Industrial Drive, Bradford, VT 05033 | 802 222 9282 tel | 802 222 9285 fax
copelandfurniture.com

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** Important note, if concealed freight damage is not reported to Copeland by the purchaser, freight forwarder or client **within 10 days of delivery, and/or the damaged pieces have been moved from the original delivery location,** Copeland will not be responsible for filing the freight claim. The purchaser will be required to file the claim, and will be responsible for all the costs associated with the replacement order, including freight.*

Manufacturer's Defects
See written warranty

Return of Damaged or Defective Merchandise
A replacement invoice will be issued at the time of the replacement shipment. It will be credited once the damaged or defective merchandise is returned to Copeland. Please contact **Joann Del Bove** at **802-222-9282 ext. 101** or at **joann@copelandfurniture.com** to make arrangements for the return.