



3541 N. Elston Ave., Chicago, IL 60618 • 773.293.7978 • chicago@rockcounter.com

TERMS & CONDITIONS

For the purposes of this document, "Rock Counter Kitchen & Bath Chicago" will be known as RCC, and the customer named on the attached Sales Order will be known as "Customer".

PLACING YOUR ORDER

- Please review the quote and design for accuracy before confirming the order. RCC is not responsible for any mistakes on confirmed sales orders. All Sales Orders must be paid in full prior to submission.

ORDER CHANGES & CANCELATIONS

- All orders are final upon submission.
- Orders can be canceled within 2 days or until it is picked with 25% restocking fee
- \$200 design fee will be charged for any order cancelation if RCC designed the kitchen

DELIVERY

- ProCraft Cabinetry is in-home delivery and Forevermark Cabinetry is curbside delivery. Someone must be present at the time of delivery to receive the order. Customer is responsible to ensure clear access to the delivery area without any obstructions. Failure to provide clear access may result in forfeiting delivery charge and a new charge may be required for the next delivery attempt.
- A storage fee of \$45/business day will incur 3 days after the scheduled fulfillment date. Storage fees must be paid in full before the order is released.

ACCEPTANCE OF GOODS

- It is Customer's responsibility to inspect the order for any missing items or visible damage. Any missing items or damaged packaging must be noted on the Bill of Goods (BOG) or delivery ticket before signing any paperwork from the driver. If the BOG is electronic, be sure to request the driver to allow you to add notes on the device before signing. Report any issues to your RCC Representative immediately with clear photos of the damaged products and your copy of the BOG.
- If there are items missing from your order, ensure to get a copy of the BOG and clearly notate which components are missing. **RCC is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt.**

WARRANTY

- Customer can retrieve the cabinet warranties from the Sales Representative or the manufacturer's website.

PRODUCT APPEARANCE

- Wood is a natural product and will show its unique grain when stained. Check the manufacturer's statement on variations of appearance. Not every distinction is grounds for a return.

RETURNS

- RCC will not accept cabinet (including trim) returns of any kind.
- Handles and accessories will be charged a 25% restocking fee.

CLAIMS

- Claims of visible or concealed damage will be denied if any part has been installed, drilled for hardware, or modified from its original form.

ACKNOWLEDGEMENT

Customer acknowledges the terms & conditions listed above.

CUSTOMER SIGNATURE: _____ **DATE:** _____