



Counter-Form, LLC makes every effort to ensure you receive your materials as ordered. We are committed to providing excellence in craftsmanship and service. Please read and review the following terms and conditions of your purchase:

### **MEASUREMENTS:**

The buyer is responsible for the accuracy of all measurements supplied to Counter-Form. Counter-Form accepts no responsibility or liability for measurement errors. The customer is responsible for the final design approval.

### **DELIVERY LEAD TIMES:**

All delivery times are estimates. Custom edge, undermount sinks and non-stock colors may have extended lead times.

### **JOB SITE DELIVERIES (COMMERCIAL & MULTI UNIT)**

The majority of our shipments are handled in-house by Counter-Form. We employ a fleet of delivery vehicles and drivers to ensure damage-free, on-time deliveries. Job site deliveries are assessed an additional charge based on the number of units required. A fee of \$110 per job site delivery including 4 or more units and \$80 per delivery for less than four units. Assistance is required for unloading of product at job site deliveries, a date and time will be scheduled. If no person is available, additional fees could be assessed. Job sites must be accessible for large truck delivery.

### **INSPECTIONS**

Upon receipt of delivery, materials should be inspected for damage. Claims need to be notated on delivery receipt or reported to the Counter-Form Customer Service Department immediately. If a return is required, contact the Counter-Form Customer Service Department to arrange for return authorization.

### **RETURNS**

To be eligible for a return or exchange, begin by contacting your customer service representative. The product must be in its original condition and damage-free, all returns will be inspected and an estimate on rework will be provided (see Rework below). Custom ordered products, and Special Orders may not be returned. There is a \$50 minimum for pick-up/delivery with a Counter-Form truck when not on a scheduled route. Shipping and delivery charges are non-refundable. Return authorization is required for all product drop-offs at the Counter-Form facility.

### **CHANGE ORDERS**

Contact your Counter-Form customer service representative for all order changes. Orders prior to entering production can be changed at no charge. For orders that are in production (shop floor), changes may be limited and will have a \$25 fee applied.

## REWORK

Rework orders should be coordinated with our Counter-Form customer service team. Charges for rework will apply, consult this price book for costs associated, a \$25 shop handling fee will be applied to each order. Special miter recuts have a \$50 minimum charge and other shop time duties will be assessed at \$75 per hour, please note that in some cases, it may be more cost effective to simply reorder. Pick-up and delivery fees apply.

## NON WARRANTY WAIVERS

Additional waiver releases are required for specialty application work. Applications that include Farm sink cutouts, capped cutouts and undermount sinks in diagonal sink cabinets do not qualify for the Manufacturer Warranty coverage. A signed waiver will be required before this work can be completed. Please allow an additional 1-2 week lead time. Waiver forms are available on pages 77-78 or by contacting your Counter-Form customer service representative.

## NON STOCK LAMINATE

Additional lead-times may be incurred depending on supplier availability. Estimated delivery dates are supplied with the order acknowledgment. Laminates not stocked at Counter-Form may need to be purchased in full sheets, a line item charge for balance of sheet will be noted on the quote/acknowledgment.

