

# Quality ShadeZ

## PLACING ORDERS

QUALITY SHADEZ is open for business Monday through Friday from 8:00 a.m. to 5:00 P.M. (Pacific Time) and will accept orders by fax (562-299-5526) 24 hours/day, 7-days/ week. Each order is identified with an Order number for quick and easy status and identification. Orders must be faxed, emailed or entered on our website [QualityShadez.com](http://QualityShadez.com) (sorry no phone orders); these orders are entered into the computer as they are received. E-mail confirmation will be sent within 24 hours. Please review carefully for any discrepancies. The reason for emailing a confirmation is to make sure all is correct with your order, as well as to provide you with a total amount due. If there is a dispute with the order placed prior to production, call or email immediately.

## FREIGHT POLICY

QUALITY SHADEZ will charge standard shipping costs of approximately \$6 per blind. Customer pays full freight on all incomplete products (i.e. Valances, headrails, unfinished products and miscellaneous parts). Any complete or incomplete order (where packaging is 96" and over) will be shipped via truck lines and a minimum \$50.00 fee will be charged.

## FREIGHT DAMAGE POLICY

Upon receipt of your products, we ask that you inspect for damage immediately and notify QUALITY SHADEZ within 5 calendar days. If circumstances prevent you from installing the blinds prior to the 5-DAY time period, please be sure to inspect for damage within the 5 day time period. After that time period, we will be unable to remake the product at no charge. After being notified, we will immediately remake the damaged part of your order at no charge and issue a call tag for the damaged product if needed for inspection if the following steps are followed: **(1)** Note any damage on the delivery receipt when receiving a product and notify QUALITY SHADEZ within 14 days. Note even the slightest damage or imperfection in the condition of the box on the delivery receipt; this could indicate "concealed damage" **DO NOT REFUSE THE SHIPMENT** **(2)** If the damage is not discovered until after delivery, you will only have 5 calendar days to notify QUALITY SHADEZ in order to have a new product sent at no cost. **After the 5 days, QUALITY SHADEZ will remake, but it will be at your cost.** We apologize for any inconvenience this may cause you, but we are unable to recover from the freight carrier after this period. **(3)** If you do refuse the order, we will have to wait until the freight carrier has inspected for damage and given us approval to file a damage claim. We cannot remake a refused order before inspection has been completed. To expedite the process, you can pay a \$50 re-delivery charge to receive and inspect the product yourself. Remember, if you accept the order and you inspect it at your location, we can remake it at that time. Damaged orders are aggravating for everyone. We appreciate you following these procedures so that you can receive your replacement product and QUALITY SHADEZ can collect from the freight carrier who damaged your product. You **MUST** save all boxes and packing material for 30 days or damage claim could be denied.

## CANCELLATIONS

All products are custom made and once production has begun, the order cannot be cancelled. If production has not begun, you will be issued a cancellation number. Please record the number for future reference.

## POLICY/TERMS AND CONDITIONS

### General:

All accounts will be (P.I.A., or 50/50 [50% down and 50% when shipped]). Payment options are: ACH, Direct Deposit, or payment with credit card (+2.5% fee). Visa & MasterCard are accepted, and as long as QUALITY SHADEZ has a completed credit card authorization form on file from the card holder. All returned checks will have a \$25.00 handling fee assessed. If there is an overpayment, QUALITY SHADEZ reserves the right to apply to any open invoices or leave on account as a credit.

### P.I.A. Account Policy:

All P.I.A. status customer orders will not go into production until receipt of payment for that particular order has been received by QUALITY SHADEZ.

### Collection Policy:

The customer causing the action by their non-payment will pay any fees incurred in the collection of unpaid invoices to QUALITY SHADEZ. These costs may include attorney's fees, court costs, or collection agency fees. This policy has been implemented on behalf of those customers who maintain their accounts in good standing. It is not fair to those customers who effectively manage their accounting and are in good standing, to have their order waiting in a production line with orders placed by accounts who do not pay their invoices in a timely fashion and are not in good standing.

## **RUSH SERVICES**

2-3 day Rush: \$15.00 per blind. (This is a production rush only based on an availability of product-not a shipping rush.) You must call customer service in advance of placing order to confirm if factory is allowing paid rushes.

## **COLOR VARIATIONS**

Even though strict quality standards are maintained to minimize color variations, we recommend that you **NOT** attempt exact color matches from your sample decks. It is a fact, that regardless of the industry, color changes are a reality from lot to lot. We also recommend ordering all blinds for the same room at the same time. We cannot guarantee exact color matching between orders and **WILL NOT WARRANTY** this. To ensure color matching, all blinds for the same room must be ordered at the same time. This will eliminate possible variations due to different paint or stain runs.

# **Repair Policy**

We stand 100% behind our warranties offered on all of our products. As with other manufacturing companies in the industry, QUALITY SHADEZ needs defective product to be returned to our factory in order to be properly repaired by our factory trained technicians.

Please read the following instructions on our repair policy procedures so that any repairs can be completed as quickly as possible. First, call customer service and request a call tag to be issued. You should have the product wrapped in the most protective possible way. Also, make sure to put the call tag number issued by customer service on the outside of the box so that we can direct the repair to the correct department without unnecessary delay. Within a couple of working days, the freight company should be by to pick up the call tag. If three working days have passed without a pick up, contact customer service immediately so another call tag can be issued on a more expedited basis. After pick up by the freight company and upon receipt at QUALITY SHADEZ, your repair will be completed within 5 to 10 working days, depending on stock availability. QUALITY SHADEZ cannot be responsible for more damages or delays caused by the freight company. Upon completion of the repair, QUALITY SHADEZ will send the product out via ground transportation to the location of your choice. Please be aware that all freight charges in and out and labor costs will be paid by QUALITY SHADEZ as long as the service pertains to warranted problems.

# **Trip Charge Policy**

*(Within 15 days of product Shipping)*

QUALITY SHADEZ has made an ongoing commitment to improving our quality program. This program includes 100% inspection of all blinds and shades that leave our facility. Therefore, QUALITY SHADEZ will only pay a trip charge for those errors that are verifiable through a call tag for return of product to QUALITY SHADEZ for inspection. We will not pay trip charges on non-verifiable problems. QUALITY SHADEZ stands behind all of our products 100% and we will replace any defective parts or components as stated in our product warranties. Any claims for trip charges must be completed on the appropriate form to be processed properly. Please contact customer service to obtain a copy of the form. Remember, deductions from invoices will cause your account to be placed on hold.

## ***What QUALITY SHADEZ Will Pay Trip Charges For***

Our trip charge policy is as follows: QUALITY SHADEZ will pay a \$40 trip charge for problems that are verifiable manufacturing errors. The following examples are considered verifiable manufacturing errors: 1. Product manufactured at the incorrect size, 2. Product manufactured from the incorrect color or pattern material, 3. Products manufactured with controls at the incorrect position or are manufactured with controls that were not ordered, 4. Cut-outs omitted or placed at the incorrect position. Upon receipt of one or more of the aforementioned defects, contact our customer service department to report the problem and request a call tag for pickup of the defective product(s). When the defective product arrives at QUALITY SHADEZ and after it is inspected for the reported error, it will be repaired immediately (*48-72 hours*) and shipped to your requested shipping location. At this time, coupons will be mailed to you in the amount of \$40.00. Please note we will only pay one trip charge per order or reference number. QUALITY SHADEZ will not pay multiple trip charges to the same location, so it is important that you accomplish a complete quality inspection of the job in order to identify any defects at that time.

## ***What Problems Do Not Qualify For Trip Charges***

Due to the fact that our products are exposed to a number of adverse situations beyond our control once leaving the factory, QUALITY SHADEZ will not pay trip charges for the following problems: 1. Brackets, screws and other parts (these items are sometimes lost through shipping damage and are discoverable upon receipt, therefore a trip charge would not be applicable), 2. Cosmetically damaged fabric are often damaged in shipping or by careless installation techniques, therefore the damage cannot be verified as to who is to blame for the blemish, 3. Headrail malfunctions (because the components inside a headrail can be damaged in shipping, it is impossible to determine at what point in time the malfunction occurred), 4. Any repairs performed in the field (if our customer should decide to make repairs in the field, QUALITY SHADEZ will provide the necessary replacement parts to accomplish the repair. However, we will not provide a trip charge/credit because the required item cannot be verified), 5. Any warranty repairs performed outside the 30 days of receipt of goods will not be paid for any reason, and 6. Shipping damage of any kind.

Finally, we suggest that all shipments be inspected for completeness and accuracy prior to taking them to your customer's home or office. By combining our efforts, we can be sure that defective products never arrive at the installation site. We are continually working to improve the quality

of the products we produce and are dedicated to that end. However, it is everyone's responsibility, manufacturer and retailer alike, to inspect the product prior to introducing it to the end user.

### **FREE CARE PACKAGES**

Although we have a double check system, sometimes due to human error, we occasionally miss a part (i.e. bracket, valance clip, etc.). QUALITY SHADEZ has developed a FREE care package with parts to back you up, should we inadvertently short your order. QUALITY SHADEZ does not charge for these packages, therefore we do not accept back charges for missing parts. With three separate stations inspecting quality, it is a rare occasion that we make an error. However, if we do, we will gladly ship you whatever parts may be missing at no charge.

## **Return Goods Authorization (Call Tag)**

An R.G.A. is required to return products for any reason other than damage (see Freight Damage Policy). An R.G.A. must be obtained from our customer service department. Merchandise sent to QUALITY SHADEZ without an R.G.A. will be refused. The R.G.A. enables our receiving department to anticipate your package's arrival and to know how it is to be routed to assure prompt processing. Poorly packaged merchandise is often damaged in return shipment. When making a return, please package the product carefully, as you will be held responsible for any damage that is incurred due to poor packaging. R.G.A.'s will be cancelled if package is not received within 30 days. There is a \$ 5.50 fee if call tag needs to be reissued because package was not ready or if you make address corrections after call tag is issued.