

TERMS & CONDITIONS OF SALE

PRICING

- All prices are FOB San Juan Capistrano, CA or Orlando, FL. Freight damage or loss is customer's responsibility.
- Prices are subject to change without notice.

PLACE ORDERS / CONFIRMATION

- Place orders by faxing to (949) 369-2739 or call our order desk at (866) 593-4454 or (949) 369-2733, Monday through Friday 8:00 a.m. - 5:00 p.m. Pacific time.
- We do not accept orders for partial boxes.
- Please order 5-10% in excess of estimated need in order to preclude future shortages.
- After taking your order, we will fax you an ACKNOWLEDGEMENT that requires your signature to proceed with order processing. Please review it carefully; sign where indicated and fax back immediately to expedite your order.
- The sales contract is entered into and will be performed in the State of California.

PAYMENT TERMS

- Standard terms are prepaid unless NET 20 DAY open account is approved by us.
- COD payments are accepted for local will calls.
- Where credit has not been established, all shipments made by common carrier must be prepaid via wire transfer, or company check prior to shipment. No COD payments are accepted for common carrier shipments. Payment by wire transfer or company check is subject to verification before shipment will be released.
- Past Due Accounts are subject to a 2% monthly interest charge or the maximum allowed by law.
- The State of California is the venue for any dispute.
- Returned checks will assessed a fee of \$40.

RETURNS & ALLOWANCES

- Industry standards for natural products such as bamboo and hardwood floors allow for variations on color and a 5% 'defect'. We generally ship better than the normal accepted standards.
- Buyer has the final inspection responsibility as to grade, finish and quality when the order arrives. We are not responsible for replacing material with obvious defects.
- Any shortages or damages due to manufacturer error must be reported to GreenWood within 48 hours of receipt.
- An RMA (Return Merchandise Authorization) must be obtained from GreenWood prior to a return.
- GreenWood must receive all approved returns within 45 days of the original product shipment. Credit or refund will be given at our discretion upon inspection of the returned items.
- A 25% minimum handling or restocking charge will be applied on all returned orders except as those caused by manufacturer damage or defect.
- Returns or exchange are not accepted for three cartons or less.