



**Customer Information Packet
2008**

Natural Fine Furnishings (NFF) is a manufacturer and wholesaler of fine furnishings and accessories, selling directly to retailers, contract buyers and the design trade.

Contact Information

TELEPHONE: 586-749-7333

FAX: 586-749-9233

E-MAIL: info@NaturalFineFurnishings.com

Address: 30455 Commerce Blvd.
Chesterfield Township, MI 48051

Hours: Monday-Friday 9am-5pm EST, excluding Holidays.

Shipping Hours: Monday-Friday 9am - 4pm EST, excluding Holidays.

Terms & Conditions

Effective October 1st, 2008

Opening an Account:

Potential customers are required to fill out our Account Registration Form. When complete, scan & e-mail to CustomerService@NaturalFineFurnishings.com or fax to 586-749-9233.

Orders:

- Minimum opening order is a good credit card ☺
- Backorders will be shipped without notice if within sixty days of the order date. If you've ordered multiple items, and if one or more of those items are out of stock, available item(s) will ship immediately, with the balance to follow. If you have any instructions regarding backorders, please indicate when your order is placed.
- Since some of our items are hand-made products backorders may take up to 6-10 weeks for delivery.

Custom Orders:

- Minimum quantity required
- Production time is approximately 90-120 days after sample approval.
- 50% deposit to commence project with balance due prior to shipping.
- FOB manufacturing plane
- No refunds and/or returns.

Payments:

- Prepayment of opening orders is required, by credit card (Visa, MasterCard and American Express) or company check. Using a credit card will expedite your shipment. Credit card orders are billed only on the day of shipping and only for products shipped. If prepaying by check, allow two weeks for check clearance prior to shipping.
- A \$35 fee will be charged for all returned checks.
- For Net 30 terms, customers are subject to approval by Corporate Offices. Approval is based on history and volume.

Late Fees:

- Late charges of 1.5% per month will be charged to all past due accounts.
- Customer agrees to pay all collection costs and attorney fees.

Shipping:

- All orders are shipped FOB Chesterfield Township, MI.
- Most orders are shipped via UPS or FedEx Ground. Larger items (noted on price list) and volume orders are shipped via common carrier, resulting in higher freight charges.
- Special routing information must be specified on order or NFF will ship at its own discretion. Special handling requests are subject to extra charge.
- International customers are responsible for but not limited to freight forwarder arrangements, customs clearance and all associated broker charges, import duties, customs fees, tariffs and taxes. Shipping and other fees for orders denied entry by customs or refused by the customer will not be refunded. All sales final.

Rates:

- Please contact your Account Executive for updated shipping rates. Rates are subject to change due to fuel charges. Residential deliveries will incur additional charges.
- Calculating shipping is based on purchase order total before promotions or discounts.
- You will be notified of any extra shipping charges or alternate shipping methods before your order is processed.
- Pallet Charges:
 - \$5.00 per regular pallet
 - \$10.00 per extra large pallet
- NFF does not ship C.O.D.
- Discounts and/or shipping promotions cannot be combined.

Delivery:

- Orders are processed within 48 hours, in-stock items delivered in 7 to 10 business days.
- Truck shipments deliver to curbside, loading dock or require a Hi-Lo.
- NFF will not be responsible for additional charges incurred for inside deliveries.

Damages/Returns:

Most NFF products are handcrafted. There may be some slight variation in color, texture, and finish color. Products could have visible signs of tools used, small marks, patches from small repairs, knots and/or worm holes. Checking/cracking could occur over time due to humidity/temperature changes. These variations are not considered flaws and not acceptable reasons for returns.

Damages:

- Please examine your order upon arrival for any discrepancies. Please notify NFF Customer Service department within 72 hours of receipt for any shipping damage or loss. Claims must be submitted to CustomerService@NaturalFineFurnishings.com. Photos of the package, inspection label, and damage to the item will be required.
- Returns will not be accepted without a return authorization (RA) number. Returns must be identified with this number and be received in their original packaging. Approved returns should be sent to:

Natural Fine Furnishings
Attn: Customer Service Department
30455 Commerce Boulevard
Chesterfield Township, MI 48051

Returns:

- Returns may be subject to a handling or restocking fee. Unauthorized returns will be charged a 20% restocking fee and all freight charges.
- All cancellations must have prior authorization and be documented with a confirmation number issued by NFF.
- Please allow one billing cycle for a credit card refund to appear on your statement.

Shipping Errors:

Please contact CustomerService@NaturalFineFurnishings.com or call 1-586- 749-7333. A replacement will be shipped upon verification. Your credit card will be charged for the second shipment. When return has been processed, a credit for the original item including delivery and handling will be issued.

I acknowledge I have reviewed and understand Natural Fine Furnishings Terms and Conditions.

Signed: _____

Title: _____ Date: _____

Natural Fine Furnishings

30455 Commerce Blvd., Chesterfield, MI 48051

586-749-7333 phone / 586-749-9233 fax

info@NaturalFineFurnishings.com

Account Registration Form

Thank you for your interest in Natural Fine Furnishings eco-friendly product line. Potential customers are required to fill out our Account Registration Form. When complete, scan & e-mail to CustomerService@NaturalFineFurnishings.com or fax .

Company Name: _____

Street Address: _____

City, State, Zip: _____

Phone: _____ **Fax:** _____

Website: _____

Contact Person: _____

E-mail (contact person): _____

Employer ID # (EIN): _____

Resellers Permit #: _____

Additional Comments: _____
