

Terms & Conditions

Fireside Lodge Furniture Company • Big House Fabrics, Inc. • Wooded River, Inc.

Payments: We accept Visa, MasterCard, Discover, and American Express. All orders are subject to a 3% fee for credit card use. Net 30 accounts cannot pay by credit card. When prepaying by check, your deposit must be received before your order can be released into production.

Terms: To obtain terms, a credit application must be completed and signed. Upon review and approval by the Credit Manager, a limited line of credit will be established. Orders over approved credit limits require a 50% deposit prior to beginning production with any balance due before shipping. Other term options must be discussed ahead of production. Past due invoices will be assessed a late fee of 1.5% per month and are subject to the loss of terms on subsequent orders.

Invoicing: Invoices are emailed within 24 hours of shipment to all retailers, depending upon their preference. The invoice will also contain any related shipment tracking information. All invoices must be paid on time and in full regardless of shipping damage. For instruction, see Receipt of Shipment.

Pricing: Prices are subject to change without notice. Orders are subject to pricing at the time the order is processed.

Standard & Custom Products:

Disclaimer: Every effort has been made to use accurate photographs, product descriptions, and specifications at the time of printing. However, because of continuous and progressive product improvement, the inherent nature of wood & fabrics, specification, descriptions, and printing are subject to change without notice of obligation. We reserve the right to improve our products without prior notice.

Custom Orders & Quotes: Quote will be given for all custom orders. For custom items, all sales are final.

Cancellations: Order cancellations must be in writing and received before merchandise is in production. Orders for standard products that are already in production that are cancelled will result in a 20% restocking fee. Custom orders may not be cancelled.

Returns: All returns must be pre-authorized by Fireside Lodge, Big House Fabrics, and/or Wooded River. Fabric must be uncut from the original order to be eligible for a return. Call us for a return authorization number, and include the paperwork with your shipment. Unless prior arrangements are made, all returns must be within 30 days of initial shipment. **You must contact us prior to returning product.** Returns are subject to a 20% restocking fee. No credit will be issued until the return is received. All custom items, including upholstery, are non-returnable.

Shipments: All Fireside Lodge orders are shipped FOB (Pequot Lakes, MN) unless otherwise directed. All Big House and Wooded River orders are shipped FOB (Caldwell, ID) unless otherwise directed.

Drop Shipping: We can drop ship directly to your customer for a marginal fee. Contact your account manager for details.

Customer BOL's or Accounts: Contact your account manager for more information on shipping with your BOL, account, or carrier.

Receipt of Shipment: A packing list will be attached to the outside of the shipping carton. Please do not dispose of the box or any packaging materials until you have inspected your order and are satisfied with the products you have received. If a freight carrier shipped your product, please inspect the product for visible damage **before** the carrier leaves. It is the customer's responsibility to check all items **upon receipt** for obvious or concealed damage. All freight damage and loss claims are to be filed by the customer with the freight company immediately. Our Customer Service Department will assist you in the process, but it is the customer's responsibility to ensure that the problem is noted on the Bill of Lading before the shipper leaves your business. Please retain a copy of the Bill of Lading for your records and to help with the claim process.

Refusal of Shipment: A customer who refuses delivery of orders shipped in compliance with terms will be charged a 20% restocking fee plus all shipping costs and will result in a loss of terms.

I acknowledge that I have read and agree to the Terms and Conditions to the applicable companies chosen on the first page of this document. If typing your name below, you are signing this application electronically and is equivalent to a manual signature.

Signature: _____