

## Custom products and special finishes, the following conditions apply

- 1) Special finishes are a special order and not returnable
- 2) Custom product alterations are a special order and not returnable

The above information needs to be explained to the end user prior to ordering.

## Combination Finishes

If the products being ordered have combination finishes this must be highlighted on the order. The pricing on those individual pieces is governed by the highest priced finish. e.g. *Matte Black and Rose Gold combination, equals the "Rose Gold" price*. In these cases Faucet Strommen will email you a product sheet (Relevant to the product) for you to fill in and specify the correct combination, this needs to be signed off and sent back to Faucet Strommen. All orders will be confirmed back to the store via an email from Faucet Strommen, at that point the order will be locked in. Any requested changes after that point will be chargeable, so the customer needs to be made aware of the above conditions before you place the order.

## Organic Finishes

- Organic finishes will develop a patina over time
- Organic finish meaning it will tarnish, wear and oxidize over time
- Refer to the Faucet Strommen website for further details

## Lead-time notification

It is extremely important to advise the customer (Prior to ordering) of the lead-time, so that they are fully aware of what to expect. This advice should extend to guiding them through what essentially is a hand built product that is unique to them. Therefore they need to know that although we state the expected delivery date on the "Order Confirmation", they should not book in any trades until the products have arrived into your store.

Whilst we make every effort to supply on the date specified, at times some products may not pass the quality inspection at the factory and may need to be reworked, delaying the delivery.

## In- Wall products needed urgently

In the case where the in-wall bodies are needed to begin the project, make sure **you state that on the order, as well as phoning Faucet Strommen to confirm that we have these items in stock** and ready to go. We endeavor to have all these items in stock to get the project started and the remainder of the order can come later.

Communication with Faucet Strommen is the key to advising the Customer of the realistic time lines and allow them to make arrangements that will ensure a smooth, stress free renovation or new build.

Merchant Order Number..... Date.....

Customer Name.....Customer Signature.....

***The signing of this document confirms you understand and agree with the above information and conditions***