

## PROCESSING ORDERS

**PLACING AN ORDER:** Orders should be placed in writing electronically to the territory sales representative.

Please include the following on your Purchase Order:

|                                                    |            |
|----------------------------------------------------|------------|
| Sold to:                                           | Ship to:   |
| Legal Name                                         | Legal Name |
| Address                                            | Address    |
| Email                                              |            |
| Phone                                              |            |
| Authorized Signature of Purchaser                  |            |
| Resale Certificate                                 |            |
| Sidemark                                           |            |
| Quantity                                           |            |
| Product Number/ Finish/Material/Color              |            |
| COM attachment (see our COM form with instruction) |            |

An order will become binding when Stephanie Parisi issues an acknowledgement to the customer which will include price information, estimated shipping costs and anticipated delivery date and a deposit is received by customer.

Terms: 50% Deposit / 50% Balance prior to shipping

Payable to:

Checks or wire transfers are accepted; credit cards will be accepted with a service charge of 3%

**RETURNS AND CANCELLATIONS:** Stephanie Parisi Studio manufactures "to order" and each piece is made for a specific client, therefore, we cannot guarantee that we can cancel or accept returns. If you do need to cancel an item, please contact customer service immediately at [Chetna@StephanieParisiStudio.com](mailto:Chetna@StephanieParisiStudio.com) and we will, based on where the order is in the process, try to accommodate your request. There will be a 18% cancellation fee applied in the event we are able to cancel an order.

**SHIPPING:** Stephanie Parisi Studio has the right to determine the carrier, method of shipment and routing. Estimates for shipping will be included in the Sales Acknowledgment and will be finalized at time of shipping. Shipping charges will be pre-paid by the customer on all orders. Extra expense for expedited shipping, special courier, shipping method or routing requested by the customer will be billed to customer. Title of products is transferred from Stephanie Parisi Studio to the customer once on board the carrier shipping vessel. Customer is responsible for Customs Clearance if shipping outside the US. Proof of delivery is a clean bill of lading. Shipping damage claims must be reported to Stephanie Parisi Studio within 3 days. Customers must refuse delivery if there is damage to shipping boxes which indicate damage to goods within. Note that our furniture will be shipped in boxes.

We are not responsible for delays in shipment or contingencies beyond our control including acts of God, public disorder, pandemic, labor disputes, shortages or machinery breakdown.

If customer cannot accept delivery for any reason products may be transferred to storage; customer assume risk of loss and will be invoiced for any additional delivery and storage costs.

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