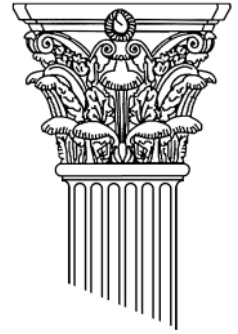


**TIMELESS ARCHITECTURAL REPRODUCTIONS, Inc.®**  
*Designers & Manufacturers of Classic Architectural Products*



2655 Northgate Avenue ♦ Cumming, Georgia 30041  
 Ph: 770.205.1446 ♦ 800.665.4341 ♦ Fax: 770.205.1447  
 www.TimelessArchitectural.com

## ACCEPTANCE OF TERMS & CONDITIONS

We appreciate your order and the opportunity to work with you on your project. To process your order we must have a **signed copy of your Quote or Order Confirmation and a signed copy of this Acceptance of Terms and Conditions form on file and any deposits that may be due before we can begin production.** Signing the “Acceptance” and “Quote or Order Confirmation” indicates that your Order is FINAL and you have a thorough understanding of the product you are ordering and agree to our Terms & Conditions.

- Signed FORMS need to be returned via fax to: **770-205-1447**
- or mailed to: **2655 Northgate Ave., Cumming, GA 30041**

**Revisions:** All Orders are Final. Changes or deletions must be in writing and faxed to Timeless within **1 business day** of our receipt of the signed Acceptance and Quote or Order Confirmation to avoid additional charges. *Verbal revisions will not be accepted.* After **1 business day** a **25% Restocking fee** will be assessed for deletions on standard items. **Custom Order Items**, as defined below, are **non-cancelable** and **non-refundable**. Additions to your order are allowed but may affect lead time.

**Cancellations:** Will be accepted within **1 business day** with no penalty and must be in writing and faxed to Timeless. After this time, all cancellations will be assessed a **25% Restocking fee** on standard items. **Custom Order Items**, as defined below, are **non-cancelable** and **non-refundable**.

**Lead Time:** The lead time will begin with the receipt of these signed documents along with any deposits due. Timeless will do everything possible to meet the production schedule. Please advise us in advance if your required time varies from our normal lead times; it is sometimes possible to shorten standard lead times for a rush charge, however this may not be available for all items. The stated lead time is the expected ship time for your order; allow 2 to 10 days for delivery.

**Storage Charges:** Orders not shipped within 2 weeks from the original agreed on ship date listed on order confirmation, will be subject to a storage charge of 1% per week of the net order amount beginning on the 1<sup>st</sup> day following the two week grace period.

**Delivery:** All orders will be sent out by Common carrier, unless prior arrangement for pickup has been made by the customer. A **Job Site Delivery Sheet** with shipping details must be provided by the Customer. It is the customer’s sole responsibility for any equipment rental or personnel to off-load product at the customer’s expense. Drivers **will not off-load** your order. Delay in off-loading or refusal of shipment will result in additional freight charges. If your final payment is paid with a check a three business day holding period will apply prior to shipping or pick up of order.

**Damages:** All boxes must be inspected at the time of delivery. **VISIBLE DAMAGE MUST** be noted on the Bill of Lading. Do not refuse the shipment, note the damage on the Bill of Lading and contact our shipping department immediately. Timeless Architectural Reproductions will not be responsible for visible damage that was not noted on the Bill of Lading and signed for in good condition. **HIDDEN DAMAGE MUST** be reported **within 24 hours** of delivery. Please supply us with digital pictures of the damage for the claim and retain all original boxes, packaging and pallets. Timeless will replace damaged items at no charge **ONLY** if proper reporting of the damage is made.

**Returns:** Must be authorized by Timeless Architectural Reproductions in advance. Unauthorized returns will be refused by Timeless and sent back at customer’s expense. Shipping costs for returns are at the customer’s expense. All returns are subject to a 25% restocking charge. **Custom order items** as defined below cannot be returned and are non-refundable. Within 30 days of receipt of product.

**Custom Order Items:** are those items that are to be made or altered to your specifications, including: capitals, columns and bases over 12” diameter; ALL split capitals, columns and bases; ALL alter fluted columns; ALL baluster rail, straight and curved, all newel posts; and any custom designed reproduction.

COMPANY \_\_\_\_\_ PRINTED NAME \_\_\_\_\_

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_