

Placing an Order and Terms of Sale

J. Orr Moulding and Chop
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Placing an Order

When placing an order, please provide the following in the order indicated:

- 1) Type of order: length or chop
- 2) Account number
- 3) Moulding number(s) and frame size(s) – even for length orders. (This enables us to ship at the least cost to you by making the appropriate cut.)
- 4) Cutting instructions if specific (without instructions or frame size, we will cut in half)
- 5) Shipping instructions. (UPS Ground is standard unless it is oversize/weight, then we ship via most economical route.)

For length orders, the minimum purchase is a full stick so please indicate the minimum length you require. Most sticks are 8, 9 or 10 feet. If you order a short piece and one is available in the rack, we will send the closest size to your need. Any package over 59 inches carries an oversize freight surcharge. Unless specified, we will cut all length order sticks in half. For chop orders, we will read back the moulding and frame dimensions. Listen carefully to the order as this is your acceptance. The standard allowance for chops is 1/8". Please specify if T-nails/wedges are required.

Additionally, UPS charges at a rate of 30 pounds for longer than 64 inches and 70 pounds for longer than 88 inches (up to 108 inches maximum), REGARDLESS OF ACTUAL WEIGHT. Let us cut your lengths to save money.

CALIFORNIA OVERNIGHT

For California, parts of Arizona, Nevada, Oregon and Washington, we can ship full 10 foot sticks at the following rates:

- 1-14 lbs. - \$26.50
- 15- 39 lbs. - \$29.50
- 40- 100 lbs. - \$33.50
- 101-150 lbs. - \$39.50

Returns

Length orders: lengths cannot be returned if: (a) more than 60 days has lapsed from order date, (b) moulding has been cut, altered or defaced in ANY way, or (c) moulding was purchased as a special or closeout.

Chop orders: Chops cannot be returned.

Defects/mistakes

Moulding is inspected **3 times** by Orr prior to shipping, by three different individuals (puller, chopper and packer.) We go to great care to insure the molding is processed, packed and shipped safely and correctly. We will NOT accept returns for assembly errors but we are happy to re-cut and send a single leg at a 50% discount of the chop price per foot. Please reference the prior order for your discount.

Should Orr error in the moulding number chopped, we will initiate a call tag for pick-up/return and endeavor to send the correct chop out the same day.

ALL approved returns MUST BE PACKAGED in the EXACT MANNER received. Failure to package sufficiently will result in paying for damages incurred in return shipping, regardless of reason for return. Length returns are subject to a 15% restocking fee. Customer is responsible for shipping cost both directions on returns.

Samples

All samples provided by Orr Moulding are on loan to customers and remain the sole and exclusive property of the company. We do not send mouldings unsolicited and all moulding orders are placed by the customer or their agents. We reserve the right to pull any mouldings at any time. The customer will also be responsible for any unauthorized removal of mouldings by a competitor and billed for any mouldings unaccounted for at a cost of \$3 each. Moulding sales reps DO NOT have the right to remove other company mouldings. If you no longer wish to display particular mouldings, please save them for your next sales rep visit and deliver them to him/her, or call Orr for a pick-up.

Shipping Damages

If your package was visibly damaged in transit, notify us immediately and save all packaging materials.

Back Orders

Orr will notify you within 24 hours if a moulding is out of stock. We will be happy to notify you when the moulding comes in. All estimates of restocking are our best approximation based on information at hand. Keep in mind most of our suppliers are half way around the world.

Same Day Shipping

All orders placed before 12 noon Pacific will ship same day (barring any need for clarification). All pickup orders require a MINIMUM of 3 hours Monday through Wednesday, and 2 hours on Thursday and Friday.

Freight Forgiveness

All orders of non-discounted items over \$95 qualify for "freight forgiveness." Orders at this level (starting January 1, 2008), have the option of:

- 1) **FREE** UPS Ground shipping and handling on any order that fits within a 59" long box, or
- 2) A 10%-of-order freight allowance toward oversize UPS or California Overnight shipments (to a maximum discount of total freight for the single order).

Payment Terms

For accounts with established terms, the invoice ATTACHED TO THE BOX is the only one you will receive. Statements are only sent to delinquent accounts over 45 days. Accounts past 60 days or bad checks are subject to COD or credit card payment terms. New accounts start as COD or credit card payment prior to shipping. All NSF checks will be charged a \$25 processing fee. California accounts must have resale account information on file prior to sale.

Prices and Terms are subject to change without notice.

Please note: Natural woods (including burls and knotty pines) vary from stick to stick. Please discuss your project with our staff to insure this variation is taken into account when designing a project or considering the length to complete.

Thank you for choosing J. Orr Moulding and Chop. Please call and speak with our staff if you have project specific questions. We appreciate your business.