

GENERAL VENDOR POLICIES (GVP) CONDITIONS, POLICIES AND TERMS OF SALE

The purpose of this document is to ensure fair and equitable treatment of all Maxwood Furniture dealers. The common understanding that the General Vendor Policies (GVP) provides to Maxwood Furniture dealers and to Maxwood Furniture personnel, will facilitate resolving problems which may arise in the ordering, shipping, billing and receiving of merchandise. In all these matters, our goal is to serve you in a manner that merits your confidence and builds goodwill.

TERMS & CONDITIONS OF SALE

All orders are subject to acceptance by Maxwood Furniture. Possession of price list does not constitute authority to purchase. All Prices are F.O.B. Mullins, South Carolina. ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. We reserve the right to cancel an order any time prior to shipment of the order and will be held harmless of any actual or implied damages for not shipping the product.

STANDARD PAYMENT POLICY

Standard payment terms are net 30 days, for Stocking Dealers and Credit Approved Accounts. All customers without approved credit must pre-pay orders before the order is sent to warehouse. Accepted payment forms; check, wire transfer & credit card (2.5% convenience fee applies).

ACKNOWLEDGEMENT OF ORDER

All orders must be submitted in writing via email, using correct SKU & color code (Ref: Price list). The information contained on Maxwood Furniture's Order Acknowledgement shall be the final expression of the order. A purchase order is not binding until Purchaser has received the acknowledgment. Please allow 2 business days for a return e-mail from Maxwood Furniture. The acknowledgment is our representation of your order. It is your duty to review the acknowledgment compare with your original order and ensure that there are no mistakes. Any changes or corrections to acknowledgment must be submitted via email within 48 hours of receipt. Maxwood Furniture is not responsible for any errors once this time frame has elapsed.

FREIGHT & DELIVERY

Dealer pays all freight. When routing is not specified, a Maxwood Furniture preferred carrier will be used. All attempts will be made to secure competitive pricing, however freight rates can vary & change at any time. Delays in transit is the responsibility of the transportation company.

Maxwood Furniture's delivery obligation is satisfied, and title and risk of loss of merchandise passes to dealer, when we make the merchandise available for pickup by a transportation company at our warehouse. We are not responsible for the product once the carrier accepts shipment.

RECEIPT OF GOODS

Upon receipt of goods, freight damage or shortage must be clearly noted before signing the Bill of Lading. Inspection of goods must then be completed & a claim submitted within 72 hours (Ref: Claim form). Dealer support will respond to claims within 72 hours. For freight claims the "Bill To" party is responsible for filing the claim. If damage is discovered after delivery, the purchaser should notify the carrier at once to request an inspection and instructions for filing a claim. Concealed damage claims submitted after 72 hours will be appraised at our discretion & to a maximum of 50%.

Refusal to accept goods from the carrier does not relieve the purchaser of responsibility for payment and filing necessary claims with the carrier in the prescribed manner. All goods become the property of purchaser upon delivery to the carrier at our warehouse. Merchandise refused upon arrival will be returned to the originating address and the freight and handling both ways will be charged to the dealer. Re-stocking fees may also apply.

REPAIRS, RETURNS, REPLACEMENT AND ALLOWANCES

It is the dealer's function to service our product. Handcrafted furniture is made from natural materials that have inherent characteristics making absolute perfection prohibitive. A reasonable amount of deluxing is the dealer's responsibility. It is not recommended that our merchandise be delivered to the customer without prior inspection and deluxing. For items suspected of defect submit claim to dealer support & all claims will be reviewed within 72 hours & approved items replaced free of charge. (method of shipment at the discretion of Maxwood Furniture).

Returns may not be issued to the warehouse without the issuance of a return request authorization. Allowance and/or returns may be issued only by Maxwood Dealer Support. Requests for allowances/returns must be made within 72 hours of receiving the order (Ref: RA Form).

There will be no allowance made for transit damage, freight overcharge or damage while goods are in the possession of dealer or dealer's customer.

ACCEPTANCE OF TERM

These terms, conditions, policies and procedures (GVP) may be modified by Maxwood Furniture at any time without prior notice, apply to all orders accepted by us, and our acceptance is made expressly conditional on dealer's acceptance of the terms. By acknowledging receipt of this General Vendor Policy, or by accepting delivery of merchandise, the dealer will have been deemed to have assented to the GVP. Any additional conflicting terms on a dealer purchase order are expressly objected to.



816 Johnnie Dodds Blvd
Charleston, SC 29464 USA

TEL 203 683-4895

Contact Information

Please direct all inquiries, orders and claims to the proper address below:

Office Hours

Monday - Friday 9am - 5pm EST

Orders & Order enquiries (Ref: Price lists for correct SKUs & color codes)

Email: orders@maxwoodfurniture.com

Tel: 203-683-4895 – option 2

Claims & Returns Allowance (Ref: Claims & RA form)

Email DealerSupport@maxwoodfurniture.com

Finance

E-mail: finance@maxwoodfurniture.com

Marketing

E-mail: AJensen@maxwoodfurniture.com

Shipping/Warehouse

Maxwood Warehouse

3630 US 76

Mullins, SC 29574

Correspondence

Maxwood Furniture

816 Johnnie Dodds Blvd

Mount Pleasant, SC 29464

customercare@maxwoodfurniture.com

Website: Documentation, Images & Sales Materials

www.maxwoodfurniture.com/dealerreources