

ORDERING TERMS & CONDITIONS

credit approval

All orders are subject to credit approval for open account. All new accounts must be approved by a local DARRAN Sales Representative and should submit current financial information and trade references to:

DARRAN Furniture Industries, Inc.
ATTN: Credit Department
PO Box 7614
High Point, NC 27264
Telephone: 336-861-2400
Toll Free: 800-334-7891
Fax: 336-861-2512

Orders submitted without accounts pre-approval or credit approval are subject to acceptance with lead times scheduled only after approval dates.

lead time schedule

DARRAN cannot assign a firm lead time until Credit approval and order accuracy are complete. Extended lead times due to credit or information delays are the responsibility of the Buyer.

cancellation & order changes - fees

Acknowledged orders are considered firm orders and therefore not subject to cancellation or change. However, in the event we are able to stop an order prior to manufacturing process, we will consider cancellation or changes with a reprocessing fee of \$40.00 Net.

Changes or cancellation of order with special options or custom quoted items are also subject to additional material and vendor fee costs, plus a DARRAN special/custom reprocessing fee of \$100 Net.

order move ups

Should an original scheduled ship date need to be improved, the Factory must be contacted 15 business days prior to the desired ship date. Move ups are subject to schedule availability.

order acknowledgement

Upon credit approval your order will be acknowledged and identified by an order number. When making reference to your order, please use this order number. Your acknowledgment is a detailed description of our interpretation of your order, pricing, shipping information, and estimated delivery date.

If you have not received an Acknowledgment within 10 Days of order issue, contact Customer Service immediately. Please read your acknowledgment carefully for correctness and notify DARRAN immediately of any discrepancies. Failure to notify relieves DARRAN from error liability.

Order acknowledgment is the final agreement between DARRAN and the customer superseding all previous communications regarding the order. DARRAN will not be responsible for errors made on orders placed by phone without written confirmation.

selling information

Possession of a price list does not in itself constitute the right to sell DARRAN products. DARRAN products are sold and distributed through authorized dealerships. Contact factory for a listing of local representatives and dealerships.

invoice terms

Standard terms are NET 30 days. Unless otherwise agreed upon in a written contract, accounts not paid according to the stated terms will be subject to a monthly finance charge of 1.5%.

Complaints involving newly received merchandise must be reported within 10 days from receipt to qualify for full invoice remittance suspension or term extension. Otherwise only items in dispute can be suspended from payment of invoice within terms.

warehouse/storage

DARRAN will determine order warehousing approvals on a case by case basis. Orders that can be accommodated will be limited to a max of 30 days storage and must be invoiced at time of storage. Orders that exceed factory storage capacity will be transferred to local storage facilities subject to current storage rates and handling-transit charges. Storage charges must be paid prior to order release to shipping.