

RESELLERS PERMIT NUMBER:

Items purchased are for reseller purposes. Please provide if you are a reseller.

PRICES

All prices are FOB San Diego, CA. at our J.E.W&M Warehouse, if not otherwise noted on Quote. All prices are subject to change without notice.

DISCOUNTS

J.E. Wood & Metal discounts are calculated based upon your type of business and project volume. Please contact us to find out what discount may apply.

MINIMUM ORDER

A \$15.00 processing fee will be added to all orders under \$700.00

PAYMENT METHOD

We gladly accept checks, money orders, credit cards & wire transfers.

PAYMENT TERMS

50% Deposit with signed (non-revocable) quote and/or purchase order. Balance due prior to shipment. Progressive monthly billings will be issued for work complete and/or stored though the duration of the project, for other terms, please review with our sales agents.

NSF CHECKS POLICY

There will be an administrative charge of \$25.00 for every returned check, plus any additional charge(s) made by the bank.

FINANCE CHARGE

A finance charge of the 2% of the merchandise will be added for past due invoices after 3 days of the due date and it will increase a .05% for every 5 days of delay.

STORAGE CHARGES

Orders not picked-up within 10 days of the due date indicated on the purchase order or acknowledgement will be subject to additional storage charges.

CARTONING/PACKAGING CHARGES

5-10% Charge will be added to all invoices for cartoning and packing charges when required. Prices for boxes and Crating need to be quoted at least 3 weeks on each project prior shipment.

SALES TAX

If your business is based in California, or it has an office in California, or if the merchandise that you purchase from us will be delivered within the State of California, we request you submit a California Resale Certificate; we will collect sales tax on every purchase otherwise.

ORDERING

Orders must be placed in a signed letter size format along with signed J.E.W&M quote when sent; you may place written orders directly to our office, by e-mail or through one of our representatives. Please make sure your order includes the following information:

- Quantity ordered
- Code Number & Description
- Price
- Specific materials
- Finish (Color or pattern)
- Bill To & Ship To Address
- Freight, shipping method and instructions
- Purchase Order Number, when applicable
- Expected or required ship date

J.E. Wood & Metal Inc.

6935 Camino Maquiladora, Suite D San Diego, Ca 92154

Ph: (619) 270-2141

www.jewoodandmetal.com



Once signed and submitted, Order confirmation is sent.

ACKNOWLEDGEMENT

An order confirmation will be sent within 72 hrs. after we receive your order. It is the customer's responsibility to verify the document and notify J.E. W&M of any discrepancies found between your PO and the acknowledgment. Otherwise, the order will be shipped as acknowledged. It must be signed and sent to J.E. W&M via e-mail.

DEPOSIT & PRODUCTION

Production will be scheduled after deposit is received and order acknowledgement or quote are signed and sent back to us by e-mail. Once agreed all terms and conditions, your order will be presented for production.

SIZES & FINISHES

J.E. Wood & Metal merchandise is individually hand-made. Due to the artistic nature, sizes and finishes are subject to slight variations in color, patterns and material characteristics. Finishes and Specifications are subject to change without notice. Color variations in wood finishes are considered normal due to natural differences in wood tones, grain, pattern and dye lots. For stone tops, no two pieces of natural stone are identical and will vary in color, markings and texture.

We offer standard finishes and other available finishes as shown in the price list based on the following policy:

•FOR WOOD PRODUCTS:

We can match custom finishes. A finish sample to match must be submitted by customer and matched sample will be then returned for approval usually within 2 weeks after receipt of original sample.

• FOR METAL PRODUCTS:

We will gladly make custom finishes and sizes in quantities of at least 5 pieces. Please contact us for availability, pricing and lead-time information.

• FOR PRODUCTS WITH FABRIC COM:

If fabric is used on any item, we will need from our customer "origin data sheet" for every fabric used, this sent before or when fabrics are shipped to us. Fabric with no documentation cannot be used. Fabric Master or Fabric direction specs are a must.

MOCK UP

In case of requiring a Mock Up / Prototype before production, we will gladly build it. Cost to be 200% - 300% of item price. Lead time depends on materials needed, if customer's own material is to be used, will need to receive before production.

LEAD TIME

All of our product are custom, this means it is not in stock. When ordered, we will strive to ship within a time frame accordingly depending on quantity and complexity of project, being an average of 8 to 10 weeks from date of receipt of Order or otherwise specified in quote, requirements before production need to be complied prior production. The ship date will be noted in the acknowledgement order format considering customer's needs and J.E.W&D's production schedule.

CANCELLATIONS OR CHANGES

Cancellations or changes cannot be accepted after an order has been processed. All changes or cancellations must be requested in writing and are subject to J.E.W&M ability to conform. All cancellations are subject to a 25% restocking fee. It is the customer's responsibility to request and receive a written acceptance of such cancellation.

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FREIGHT AND SHIPPING

All merchandise will be shipped "prepaid" FOB J.E.W&M's Offices & Warehouse in Chula Vista unless indicated or other arrangements are made prior to ship date. Unless a shipper or freight company is specified, we will ship the best way, at our discretion. Our Logistics Department will submit to you a "Projected Shipping Date and Cost" form before the ship date. In case of shipping to a specified address, cost provided in quote is only an estimate until prior shipment do to transit times and seasonal road restrictions. We require your approval in this form in order to prepare the final bill and receive balance due (including freight charges) to release shipment. Estimated time of arrival is determined by the chosen method of shipping and the carriers local delivery guide. If merchandise is needed before J.E.W&M's delivery date, we also can commit to expedite shipments for an extra charge.

FREIGHT CLAIMS

All merchandise is carefully packed and inspected before it leaves our warehouse. When an external carrier is chosen, Client and Carrier are responsible for its safe delivery. Claims for loss or damaged sustained in transit must be made directly to the chosen carrier.

When J.E.W&M is responsible of delivery, if damage is discovered upon unpacking, you must make a written claim for inspection within Three days of the delivery date and send to us via email to file a Warranty claim.

Please inspect the merchandise immediately at the time of delivery and note on the bill of lading any damages or shortages, also, contact us immediately, J.E.W&M must be informed of all shipping related claims within next 3 days. All claims will be processed within 7-14 business days of customers notice, submittal of photos and proper documentation is required. If documentation is not provided and filed accordingly, claim will not be processed and client will be responsible for all charges. By signing Bill of lading upon delivery with no claim notes, customer agrees to receive as is all merchandise.

When direct delivery is arranged, Freight does not include unloading merchandise nor any man power to unload, in other words "No touch Freight" is granted unless otherwise specified prior delivery date is arranged.

WARRANTY

J.E. Wood & Metal warranties all products for 12 Months against workmanship defects or failure. If your product fails under normal conditions within 12 months from shipping date, you must notify us in writing, describing defects or failure, and submit an email along with photographs showing product condition.

J.E.W&M will then do an inspection and based upon our discretion and decision, we will either repair and refinish the product, or replace it without any charge (parts and labor included). Items that fail due to negligence, ordinary wear, improper cleaning, public use, abuse or acts of nature will not be covered. Please see further warranty conditions under "Warranty conditions". 24 month Warranty is offered when requested.

RETURNS

Merchandise cannot be returned without the written consent of J.E. Wood & Metal. Any shipped merchandise that is refused after delivery or collect, is subject to a 25% restocking charge plus any freight charges that are incurred by J.E.W&M. Merchandise returned without consent will be refused and returned to the buyer at their expense. Credit for merchandise returned will not be issued until furniture is received in good conditions, and on its original packaging. Refunds are payable only in the form of credit on future purchases.

INSTALLATION

J.E. Wood & Metal is only a furnishings manufacturer and supplier. We are not responsible for any unloading, unpacking, moving or installing of same.

CUSTOM DELIVERY

All merchandise is FOB J.E.W&M's Offices & Warehouse in Chula Vista. If any other delivery to a specific address is needed, a request must be filed to price out delivery charges, unless other arrangements are made prior shipping date. Please contact one of our representatives for pricing.

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SAMPLES by J.E.W&M

About virtual or picture samples to match provided by customer; images will vary in monitor settings and calibrations, variations in color printing performance, variations in lighting sources, color changes to wood as it ages over time, color ranges available in any wood grade, and the variations one can expect from a single sample of material compared to the thousands of varying pieces that will be utilized in the final construction of your product(s). We cannot guarantee that your product(s) will have exact match to the colors represented on our physical sample that you may receive from J.E.W&M. You may request a sample of our materials if you would like to see a more realistic representation of the color, stain, and or lacquer option(s) you may require for your project. If a control sample is provided by customer, we will match it in our best effort to comply. Finish samples or stain samples typically takes about two weeks to prepare. The Finish Sample (Control Sample) is required from the customer before the process of matching approval can begin. A custom matched stain sample will be provided. If the color match meets approval, the approval form needs to be signed, dated and returned to J.E.W&D.

WARRANTY CONDITIONS

Our objective is to offer quality furniture at the best available price.

J.E. Wood & Metal Warranties all products for 12 months from the date of shipment against any failure caused by workmanship or product defect. If your product fails under normal conditions * within 12 months of the shipping date, J.E.W&M at its own discretion, will repair, refinish or replace free of charge any manufacturing defective merchandise. Items that fail due to negligence, abuse or acts of nature will not be covered.

All damages including wood damage (chips, cracks, or scratches) must be reported within 3 days of delivery or it will be considered in-home damage. Please consult with our customer service department for additional information. If you need to submit a quality claim please either e-mail us to customers@wmd-inc.com or call us at (619) 270-4121.

12 Month Warranty is valid as of date of delivery. To claim this warranty you need to sign Bill of Lading at delivery, file report and to have Purchase order info.

The following Limited Warranties are:

Product or Part	Limited Warranty Duration
<i>Frames Used In Upholstered and Leather Products</i>	12 Months
<i>Springs and Webbed Seating System.</i> The metal spring systems are generally, sinuous. Wire seat springs, and, where applicable, back springs.	12 Months
<i>Recliner Mechanisms.</i>	12 Months
<i>Sleeper Mechanism.</i>	12 Months
<i>Cushioning **</i> Including Unattached Cushioning which means each cushion core in an unattached (loose) seat cushion. Attached Cushion which means each cushion core in a seat cushion which is attached to the product.	12 Months
<i>Leather and Upholstery Fabric ***</i>	Not Applicable
<i>Top of Bed</i> Top of Bed means comforters, Bed skirts, pillow shams, and any accent pillows.	Not Applicable
<i>Natural Woods and Veneers ****</i>	12 Months
<i>Finishes and all Other Furniture Products</i> Finishes and all Other Furniture Products means all finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to dining room tables, chairs, occasional tables, beds, dressers, sleeper, mattresses, marble tops, granite tops, desks, cabinets, entertainment centers, lamps, electrical components (other than light bulbs), recliner pull cords and handles incorporated into any furniture product.	12 Months

* As used in these Limited Warranties, "normal conditions" means the normal useful life of the product under reasonable use.

** All seat cushion cores in both Unattached Cushioning and Attached Cushioning will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect.

*** The Leather and Upholstery Fabric Limited Warranty also includes seam slippage, cracking, and dye transfers. Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect. These Limited Warranties do not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. These Limited Warranties also do not cover protective finishes, velvets, and velvet types; since by their very nature, these fabrics are of soft texture and will crush, shade and mark more readily than most fabrics; these characteristics are in no way to be considered a defect.

**** Wood is a natural material, every piece will have a unique appearance, often with naturally-occurring variations in color, texture and grain pattern. Showroom samples and photographic reproductions can give an example of the product's appearance but they may not be representative of the full range of color, texture and grain variations which can occur in the product itself. Customers, at his own responsibility should view actual product samples before making a purchase decision. Once delivered, customers should examine the product carefully to ensure it meets

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Shipping, Terms & Conditions

their expectations for appearance and quality. Items that has been installed will be deemed to have been inspected and accepted by the customer. Wood components will naturally undergo a change in color when exposed to the ambient light in any environment. The effects will vary by species. 24 month Warranty is offered only if requested.

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