



Terms and Conditions

SALES:

We sell wholesale only to established customers. Possession of this or any Heritage Millwork, Inc price list is not to be construed as an offer to sell products or services. No sale will be made without prior approval by our sales and credit department. No sales will be made on past due accounts.

PRICES:

Prices are subject to change without notice. Products & service will be invoiced on a net (cost) basis. Prices of invoices are as date of order, and invoiced the date of shipment. For volume purchases, contact our area sales representative.

CLAIMS:

Claims for shortages, errors or damage in shipment by our trucks, must be made at time of delivery. By signing the delivery ticket, you are acknowledging that the material was received and in good condition. **Will call shipments:** It is the responsibility of the customer to inspect merchandise for defects or damage before leaving with the merchandise. HMI is not responsible for merchandise damaged in shipment after it has been picked up. **Carrier shipments:** Our responsibility ends with the acceptance by the customer or the carrier. If you should receive damaged merchandise, claims should be directed to the carrier who delivered the merchandise.

DELIVERY:

All prices are F.O.B our warehouse. There is no delivery charge on our regular truck routes. Direct from manufacture deliveries are subject to freight expenses.

RETURNS:

No returns shall be allowed without prior authorization from your area sales representative. Only Heritage Millwork Inc standard inventory items, in the original package, clean & in resalable condition may be returned. All authorized returns must be made within 60 days of original invoice date. Credit will be issued on the original invoice price, less a 20% handling, processing and restocking fee. Prehung door units, machined door slabs, cut down or assembled products are not returnable. Material that was pre-finished is not returnable. Our drivers are not permitted to accept returns without authorization.

MINIMUM ORDER:

All delivers are subject to a \$250 Net minimum order. UPS, Speedee & FedEx deliveries are subject to a \$10 net shipping and handling charge.

CANCELLATIONS OR CHANGES:

Once production has started on your order, no changes can be made. All special orders will be held until a signed acknowledgement is received. No special order products can be cancelled once the order is placed with our manufacture.

Please Read Your Acknowledgement Carefully.

BACKORDERS:

All backorders will be shipped as soon as possible.