

GENERAL TERMS AND CONDITIONS

CREDIT TERMS

Customers with established accounts will be invoiced on a net 30 day basis. All other orders will be processed via Proforma Invoice (full payment prior to shipment).

Innovations reserves the right to cancel credit or change credit terms without prior notice at any time prior to confirming an order.

Customers will be charged a handling fee of \$25.00 for any returned check.

SALES TAX

It is the customer's responsibility to either provide a properly completed Resale Certificate prior to the shipment of the order or to pay the required state's sales tax designated by the "ship to" address on the invoice.

PRICING

Prices are subject to change without notice. Please confirm current prices with your Innovations sales representative or with Innovations directly at (800) 227-8053 Monday through Friday from 9:00 am to 5:00 pm EST. All prices are net wholesale.

RESERVES

All reserves shall be accepted based upon availability of goods.

Reserves may be placed for ten working days for items stocked in our NJ warehouse, after which time they will automatically expire without notice. Renewal is contingent upon availability.

Reserves at our other warehouses vary depending on constraints imposed and will automatically expire without notice. Renewal is contingent upon availability.

CUTTINGS FOR APPROVAL

When requesting a Cutting for Approval (CFA), a purchase order must be placed pending approval of the cutting.

CFAs are recommended before shipment. Shipped orders may vary from memos, showroom samples, and sample books, binders, and folders.

NO RETURN OF MERCHANDISE WILL BE ACCEPTED FOR DYE LOT VARIANCES IF A CFA WAS NOT REQUESTED.

When a shipment is to be made directly to a workroom, please request that a CFA or sample be sent to the fabricator for identification purposes.

ORDERING

Wallcoverings:

Minimum order is three yards. Our products are sold in full yard lengths only. **There is a \$3.00 per linear yard cutting charge when ordering less than a full bolt quantity.**

Textiles:

Minimum order is three yards and sold in full yard lengths only. If the textile is in stock at our NJ warehouse we will accept orders of one and two yards and sold in full yard lengths only. Cut charges do not apply to the Textile line.

ALL SHIP DATES ARE APPROXIMATE AND FOR INFORMATIONAL PURPOSES ONLY. INNOVATIONS MAKES ITS BEST EFFORT TO MEET THESE DATES BUT DOES NOT GUARANTEE THEM. INNOVATIONS WILL NOT ASSUME FREIGHT CHARGES FOR FAILURE TO MEET SHIP DATES.

CUSTOM ORDERS

- Minimum quantities apply.
- Please inquire about specific product requirements.
- Strike-offs are required and the strike off is the CFA (Cutting for Approval).
- 50% deposit required with order placement.
- Custom orders are subject to the following minimum overruns:

Under 1,000 yards	15%
1,001 - 3,000 yards	10%
Over 3,000 yards	5%

- Custom orders cannot be reduced, returned or cancelled.

ORDER SHIPPING, HANDLING, AND FREIGHT

Shipments are F.O.B. from one of our warehouses. Customer is responsible for all shipping and handling charges. Innovations will not provide copies of freight invoices. Customers may request their own shipping method and provide their own account number for orders over 210 yards. Innovations will not hold orders that are in stock and available to ship for more than 72 hours. If your order is ready to ship you must provide a ship to address and/or shipping instructions within 72 hours (as well as insure that the order is paid in full if you are a Proforma account) or your order may be subject to cancellation.

CANCELLATIONS

Orders may be canceled subject to our consent and upon terms that indemnify Innovations against loss. Canceled orders are subject to a 50% cancellation fee.

RETURNS

All returns must be authorized by management.

Innovations will accept returns on full bolts only.

A 25% restocking charge will be placed on all authorized returns within 30 days of invoice date.

A 50% restocking charge will be placed on all authorized returns 31-60 days from invoice date.

After 60 days returns will not be accepted.

CLAIMS

EXAMINE ALL MERCHANDISE FOR CORRECT COLOR, PATTERN, YARDAGE AND ANY IRREGULARITIES BEFORE CUTTING. NO CLAIMS OR RETURNS WILL BE ALLOWED ONCE MATERIAL HAS BEEN CUT.

Wallcoverings:

All claims must be filed within 30 days from the invoice date.

Textiles:

All claims for Textiles must be filed within 15 days from the invoice date.

CLAIMS FOR LABOR CHARGES WILL NOT BE CONSIDERED UNDER ANY CIRCUMSTANCES.

In the case of damages or loss suffered in transit, it is the customer's responsibility to notify Innovations within 48 hours.

It is essential that a member of your firm be at the job site to inspect the initial installation as Innovations will only make allowances for up to three wallcovering strips.

Innovations cannot accept responsibility for claims if hanging instructions are not followed. If you did not receive hanging instructions with your shipment, please contact our Customer Service Department at (800) 227-8053 before installation.

No salesperson, agent or representative is authorized to alter the foregoing terms and conditions of sale.

WARRANTY

Wallcoverings:

Innovations' products are guaranteed to be free of defects in workmanship and material for three years. We cannot accept responsibility for claims if the above instructions are not followed, nor are we liable for labor and associated costs, over and above the cost for replacement material.

Textiles:

No warranty applies to the Textile line. Textiles are not guaranteed against wearing, staining or color fading. No claims or returns will be allowed once material has been cut, chemically treated, or on custom orders.