

Order Information

Acknowledgements – An order acknowledgement is produced for every order. Acknowledgements show the type of door style, quantities, sizes and approximate shipping dates. Customers with fax machines will generally be faxed an acknowledgement within 24 hours; otherwise, acknowledgements will be mailed. ***In all cases, it is the customer's responsibility to review acknowledgements and report errors and omissions immediately.*** USCF may require that you sign off on an order before production can begin. REMINDER: If you don't receive an acknowledgement, let us know immediately – this may mean that we didn't receive your order or that there was some problem in entering the information.

Cartoning Fees – This fee is charged to help defray the cost of our foam packaging system and our packing department personnel. Our foam packaging system is very effective and has virtually eliminated instances of freight damage. These fees are based on a percentage of the total order. A minimum fee will be charged on small orders. On orders USCF deems appropriate for LTL (truck line) shipping, additional cartoning fees may be assessed when a UPS only delivery is requested. In all cases, freight charges are in addition to cartoning fees. Products are shipped FOB, Suwanee, Georgia.

Changing an Order – Orders are generally in production within 24 hours. Changes will be accepted up to two working days after an order is placed. Any charges associated with such change (unless a result of our error) will be passed to the customer. Due to the disruption in workflow, changes may not be made after three working days. **NOTE: CHANGES WILL NOT BE ACCEPTED ON RUSH ORDERS.**

COD Fees – UPS and the various freight lines charge COD fees when money has to be collected on delivery to pay for your products. This fee is included in your freight bill and can be avoided by prepaying orders or by paying with credit card. These fees will vary but please know that USCF has negotiated a discounted fee with many of the freight companies.

Collect Freight – USCF ships LTL (truck shipments) Freight Collect whereby the freight company collects money owed to them for the transport of goods from our plant in Suwanee, Georgia to your location. We have negotiated with all our carriers to receive discounted rates. If you would like to request a particular carrier, please call our shipping department.

Credit Cards – USCF accepts credit cards for payment of products and services. Visa, MasterCard, American Express and Discover can be used. Most check cards are also acceptable. Credit card charges are processed on the day of shipping.

Deposits – A deposit of 50% may be requested on all painted jobs and/or jobs requiring special tooling and/or materials. At USCF's discretion, production can begin pending arrival of this 50% deposit. First time orders require that a deposit of 50% be received in certified funds (or credit card) before production can begin.

Design Fee – USCF currently has 2 CNC routers that allow us to produce a variety of designs and custom programs. If you have a special project, please contact our office. We can review your information and provide a quotation on your designs. A design fee may be charged depending on the difficulty of your particular project and at the discretion of U.S. Customized Finishes, Inc. Generally this fee will be due in advance and (in most cases) will include a small unfinished prototype to be sent for your approval.

Lead Times – Approximate shipping dates are shown on your acknowledgements. While every effort is made to ship products on this estimated date, no guarantee is given or implied. General lead times are posted on our website at www.uscustomized.com.

Minimums – There is no minimum order requirement, however a minimum cartoning fee will be assessed for all shipped orders.

Ordering – Order forms are available and can be copied for your convenience. We prefer that orders be faxed to avoid error, however phone orders will be accepted. Phone orders will be repeated back and then considered to be correct. In the event of dispute, our written listing will be considered to be the correct listing of sizes. We will no longer make adjustments on telephone orders when there is a dispute over sizes. In some cases, we may require that you sign off on an order before production can begin.

Payment – All orders are shipped on a COD basis unless payment has been made in advance by check or credit card. Certified checks may be required for first time customers. See the Customer Information sheet included in this booklet. In no event shall an order be held more than 5 days past the estimated shipping date waiting on payment. On the 6th day, the shipment will be sent COD, Certified Check. All fees associated with this method of shipment will defer to the customer.

Purchase Orders – We prefer to have a purchase order or job name to reference your particular order. This way we can easily check your orders and provide information to you when needed. If provided, this information will be shown on your acknowledgement.

Rush Jobs – We understand that from time to time some jobs may require special attention. Due to the increasing strain that these jobs put on our schedule, a 20% rush fee (or \$10 minimum) will be charged on these orders. NOTE: No changes will be allowed on rush jobs once orders are in production.

Shipping Costs – It is very difficult to estimate shipping costs on an order because of the many variables involved (including weight and distance). Generally, weight for a particular shipment can be "guesstimated" at 3 lbs per square foot. Please let us use our best judgement to ship your products economically and safely.