

Terms & Conditions of Sale

ALL ORDERS ARE SUBJECT TO ACCEPTANCE BY UNIVERSAL'S CORPORATE HEADQUARTERS. THE MAILING OR DISTRIBUTION OF THIS PRICE LIST DOES NOT CONSTITUTE AN OFFER TO SELL.

Universal products are intended solely for residential use and are not to be used in commercial environments. Non-residential use voids any responsibility of Universal Furniture to repair, replace, substitute for, or issue a refund for the product.

"HOLD FOR CONFIRMATION ORDERS" will not be entered and product will not be reserved.

Normal payment terms are NET 10 DAYS F.O.B. shipping point for direct container shipments, and NET 30 DAYS F.O.B. shipping point for warehouse shipments. We reserve the right to impose a monthly finance charge of 1.5% or maximum legal rate, whichever is less on past due invoice amounts.

Policy on Returns & Allowances

Universal Furniture International, Inc. warrants its products against defects in materials and workmanship to the original (qualified dealer) purchaser for a period of one year from the date of the original purchase. For products which Universal Furniture finds to be defective, we will supply repair parts, replace, or provide an allowance for local repair at our option, for a period of one year from the date of original purchase. Discontinued products purchased at discounted prices are purchased "as is", and warranty claims will not be allowed unless otherwise specified on the acknowledgement. All warranties will expire one year after the date of discontinuation of any product.

It is Universal's policy to be fair and reasonable when authorizing the disposition of defective merchandise. It should be noted that our products are made from wood and other natural materials, and variation from piece to piece will occur. We strive to maintain a quality standard commensurate with the price of the products. It is the responsibility of the dealer to touch up, deluxe and possibly install replacement parts. We recommend that the merchandise be opened, inspected and deluxed before delivery to the customer.

Dealers should report all problems to their sales representative or to their customer service representative. The sales representative will inspect the merchandise in question and make recommendations to the Claims Department for resolution. In no case can the sales representative authorize final disposition on his or her own authority.

Allowances authorized by the Claims Department are intended to cover local repair charges or to help dispose of defective items. Allowances will not be given prior to the sales representative's inspection and factory authorization, even if repairs have already been made.

No returns will be accepted without prior written authorization from our Claims Department. This authorization will include a specific carrier, which must be used for the return. Universal will not be responsible for freight charges from an unauthorized carrier. Merchandise must be properly cartoned and packaged for return or credit will not be given.

Universal will not give allowances for merchandise damaged by common carrier or by dealer's own handling. In the case of concealed damage, the dealer must file a claim with the carrier within ten (10) days of receipt. Dealers should inspect merchandise promptly to avoid refusal of claims by their carrier.

No allowances will be given on merchandise that shows evidence of consumer abuse or use in a commercial application.

Claims for shortages must be made within five (5) days from receipt of shipment regardless of carrier method. Claims will not be honored if bill of lading was signed without exceptions noted.

The dealer must make claims for any invoicing discrepancies within thirty (30) days of receipt of merchandise.

Changes to or cancellations of direct container orders will not be accepted at less than thirty (30) days before the acknowledged ship date of the container.

Changes to or cancellations of warehouse orders will be made at the company's discretion if the request is made before the order is released to the warehouse for shipment.