

Terms & Conditions of Sale

Signature of Zandur Sales Order confirms that you are an authorized representative of the purchasing company and you have read, understand and agree to the terms and conditions set forth in this document.

Deposits:

Customers With Terms: A 50% deposit is required on all orders for non-stock and custom products or for orders with a value greater than credit limit.

Customers Without Terms: A 50% deposit is required for all orders at the time of order. Balance is due prior to shipment.

Overage:

Orders for non-stock or custom products may ship with the following overage which will be invoiced at quoted price. Quantities are per color. For cash in advance accounts, overage must be paid for prior to order release.

1. Up to 5% overage for quantities greater than 1506 ft²
2. Up to 10% overage for quantities less than 1506 ft²

Lead Time:

Immediate shipment for stock materials. 10-12 weeks for non-stock products. Contact Zandur for specific order lead times.

Freight:

Freight is quoted based on delivery to a commercial address with a loading dock unless otherwise specified.

1. **Accuracy of Order:** It is the sole responsibility of the customer to verify that Zandur's order confirmation is accurate, specifically regarding color, pattern, dimensions, quantities and/or finishes. Signature on order acknowledgement indicates acceptance of materials, quantities and all other information noted. Zandur accepts no liability for errors in shipments when shipped according to signed order acknowledgment.
2. **FOB:** Prices FOB Front Royal, VA 22630 unless specified otherwise.
3. **Late Charges:** Finance and late-payment charges are applied to account the day following invoice due date. Finance charges are 2.5% per month. For invoices where no payment is made within the specified terms, a \$150 late-payment charge will be applied for every month no payment is received in addition to finance charges
4. **Forms of Payment: Check, Visa, Mastercard, ACH, Wire Transfer.** Payments made on a credit card will incur a 3.5% convenience charge. **Domestic wires are charged \$20.00 per transfer, International wires are charged \$40 per transfer.** Returned checks will incur a charge of \$40.00. There is no charge for ACH transfers.
5. **Terms:** Customers that have had no activity with Zandur in the previous twelve months will have pre-paid terms. Customers may apply for credit on orders greater than \$2,500. Initial orders for Net 30 accounts require a 50% deposit. Upon credit approval and receipt of deposit, the order will be shipped and the balance (if within credit limit) placed on a Net 30 terms. Upon satisfactory payment performance on first order, customer terms will be set at net 30 and deposits will not be required for future orders within credit limit.
6. **Color & Pattern Variance:** Customer accepts and understands that color and/or pattern variance may occur between submittal and marketing samples compared to materials shipped to fill an order. All Zandur products contain significant natural content and as such may have tonal or pattern variance between tiles.



7. **Cancellation:** Orders may not be cancelled after order acknowledgement is signed. Once order acknowledgment is signed by customer, customer is liable for full invoice amount as well as any disposal, freight or storage charges incurred including costs related to shipment refusal.
8. **Return Policy:** Returns are only accepted on materials within 30 days of invoice date on unopened packaging in saleable condition and are subject to a 50% re-stocking charge. Reimbursement will be made in the form of Zandur credit. Returns of partial orders are not accepted. **Adhesives, finishes and other maintenance products are not returnable. Praxis cork flooring is non-returnable.**
- Returns are only accepted on:**
- Standard Stock, Non Special Order or Non-Custom products in standard dimensions. Standard Rubber and Cork Rubber Dimensions are 39.4" x 39.4" or 38.4" x 38.4".
 - Orders less than 2500 ft2 without specific written approval from Zandur.
- All Returns must be approved by Zandur prior to shipment and labeled with a Zandur RMA code. Customer is responsible for return freight and any damage incurred during shipping. Return must be properly packaged according to industry standards suitable for LTL motor freight and shipped via pre-paid freight and insured.
9. **Credits and Refunds:** Any credits shall be valid for 12 months from issue date unless a written extension is provided by Zandur.
10. **Lead Time:** Lead time is based on average production and transit time. In the event a deposit is required on an order, lead time begins from the date of deposit receipt. Delays resulting from, but not limited to production delays, transport, loss, theft, customs or other government agency and weather can occur. Zandur accepts no liability for any such delays. Unless guaranteed freight transportation is ordered by customer, no credits, discounts or other concessions will be provided by Zandur as transit times are not guaranteed. Freight guarantees are provided by freight companies, however such guarantees are limited to freight cost only and do not cover any material, indirect, direct or consequential damages. Specific terms and conditions of such guarantee will be provided to customer upon request.
11. **Receipt of Orders:** Shipments must be inspected for damage and loss immediately upon receipt. In the case of damage or loss, Zandur must be notified within 24 hours of any inconsistency.
12. **Adhesives and Installation Products:** Zandur and/or its' agents make adhesive or installation product recommendations based upon standard practices and procedures, not based upon specific site conditions. Therefore, the final determination as to which adhesives and/or installation products are appropriate is the sole responsibility of the customer. Zandur accepts no liability for the selection and/or use of incorrect adhesives.

Authorized Signature	Name (Printed)	Date
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