

aesthetics

wallcoverings

GENERAL TERMS AND CONDITIONS

Aesthetics Wallcoverings is a to the trade only company. Please contact us at info@aestheticwall to establish a trade account. Upon establishing this account, you are acknowledging and agreeing to our terms conditions and bound to the following. Please carefully read the information provided in this document.

ORDERING

All orders must be in writing, including but not restricted to: email, mailed letters.
No verbal orders will be accepted.

Minimums: no minimum yardage is required for purchase order.

Cutting fees: cuttings fees do not apply to any of our products

Cutting for approvals (CFA's)

Shipped materials may have vary from samples in the showrooms, memos, binders, folder cards, color flipbooks.

We recommend the client to request a cutting for approval to have the most up to date lot# available prior to placing an order.

No return of merchandise will be accepted for dye lot variations between multiple lots if client did not request a CFA prior to purchasing.

Order processing

Aesthetics will process all orders and supply the quote or invoice to the client or sales representative within one business day from receipt of any purchase order.

PAYMENTS AND CREDIT TERMS

PLEASE ALLOW 24 HOURS TO PROCESS ANY FORM OF PAYMENT

Aesthetics accept payments in the form of Check, Credit Card or Wire Transfers. A handling fee of \$25 will be charged to the client for returned checks.

ALL orders must be processed via Preforma Invoice and payment must be made in prior to shipping.

Clients with established accounts will be invoiced based upon terms of credit agreement and will be responsible for submitting payment at time of agreement.

Aesthetics reserves the right to cancel or change credit terms/line of credit at any time prior to confirming an order without any prior notice.

For materials that are currently out of stock, a 50% deposit will be required to proceed with production.

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SHIPPING

In-stock orders from Los Angeles warehouse: After payment has been processed, goods will leave the warehouse within 2 business days.

In-stock orders from International warehouses: If payment is made Thursday prior to 3:30pm EST, shipments will leave from Europe on Friday and clear customs by the following Tuesday or Wednesday. After clearing customs, the products will ship from our North America warehouse to the client by Thursday or Friday and client should receive the goods the following week.

We are unable to expedite any shipments from Europe, clients have the option to pay for Fed Ex next day from the North America warehouse after they clear customs.

PRICING

Product prices are subject to change without prior notice. Please contact us or local sales representative for current prices. email: info@aestheticswall.com ph: 855.440.7733

RESERVES

Reserves will be accepted upon availability of goods.

In stock items for goods stocked in our Los Angeles warehouse are reserved for 3 business days.
In stock items for goods stocked in our European facilities are reserved for 7 days.

Reserves will automatically expire without notice and renewal is contingent upon product availability.

PRODUCT CLAIMS

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

Prior to cutting, all merchandise must be examined for any irregularities including, correct sku# and color, pattern and yardage. No claims or returns will be processed once material has been cut or installed.

When a shipment is sent directly to a workroom, client should have a CFA or sample of the product available to the fabricator for identification purposes.

Claims for labor charges will not be considered under any circumstances.

In cases of damaged or loss suffered in transit, it is the client's responsibility to contact an Aesthetics representative within 48 hours and provide proof/photographs of the damages.

During installation, it is essential to have a member of the firm be at the job site to inspect the installation. Aesthetics will make allowances for up to three test panels of wallcovering during installation.

Please note: Hanging instructions are provided with shipment, Aesthetics will not accept responsibility for claims if hanging instructions are not followed. If hanging instructions are not provided with your shipment, please immediately contact Aesthetics at info@aestheticswall.com prior to installation or visit our website.

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RETURNS and CANCELLATIONS

Please note: Returns will not be accepted after 30 days.

Cancellations are subject to a 50% restocking fee once product has shipped.

REFUNDS

Refunds are provided on a case by case basis. Please allow 14-28 days for refunds to process after receipt of returned material. Refunds are processed via credit card or refund checks to the client.

SALES TAX

Sales tax charge is based on the initial "ship to" destination. The client is responsible for providing a completed Resale Certificate prior to completing payment of the order. If client does not provide a complete Resale Certificate, then the client is responsible for paying the required state's sales tax designated by the "ship to" address on the invoice.

SHIPPING, HANDLING AND FREIGHT CLAIMS

Client is responsible for all shipping and handling charges. Freight invoices will not be provided to the client. Clients may provide their own account number and request their own shipping method.

Please note: all ship dates are approximations and can not be guaranteed. Aesthetics will always make its best efforts to meet these dates but will not assume additional freight charges for failure to meet ship dates.

In the event of unforeseen weather conditions or circumstances that delay shipments with common carriers (Fedex, USPS, DHIL, UPS), Aesthetics will not assume additional freight charges for requested expedite shipping. Aesthetics is not responsible for any shipping errors on behalf of third party logistics providers.

Aesthetics will not take responsibility for orders shipped incorrectly due to misinformation given by the client. It is the client's responsibility to provide Aesthetics with the accurate and up-to-date shipping information prior to the product leaving the warehouse.

Please note: all shipping claims must be addressed within 48 hours of delivery. Photos and description of damaged goods, including shipping boxes and bags must be provided with the claim. Shipping claims will be considered within 72 hours of claims.

WARRANTY

Aesthetic's standard warranty will be voided if additional treatments such as flame/stain treatments, micro-venting after performed on the product.

All Aesthetics wallcoverings are guaranteed to be free of defects in workmanship and material for three years, no claims will be accepted if the above instructions are not followed. Aesthetics is not liable for labor and associated costs over and above the cost for replacement of the goods.