

WHY LUXOUT SHADES OUR PROCESS

SAMPLE BINDER



We offer a tremendous **Fabric Binder** customized for you with unique fashion fabrics not offered by retailers and most other manufacturers. The **Fabric Binder** costs \$250 each.

MEMO SAMPLES



We offer **Memo Samples** that are 4"x 4" free of charge for your convenience. Samples larger than this are charged depending on fabric and size requested. Samples are sent USPS mail and if needed quicker please let us know and we will ship immediately for the appropriate shipping fee. Memo samples are free to assist our designer customers.

QUOTING AND ORDERING



- 1. Quoting:** Please use the pricing guides to determine your price. Our sales and service staff are happy to assist you at (800) 817-1204 during regular working hours.
- 2. Order Process:** We accept email, fax, on-line and phoned orders. Please use the provided order form for speed in processing your order. Orders not written must be verified by you and accepted prior to making an order. You are responsible for the correctness of the order so please check carefully. Verification and confirmation of orders are done by quote/order sign off with payment.
- 3. Standard Lead Time:** Our standard lead time is 3 weeks to ship. We are not responsible for delays or failure of performance caused by out of stock materials, shipping delays or temporary production overload. Product options may add to shipment/installation lead times.
- 4. Rush Orders:** Rush orders will be considered to accommodate our customers but must be made via phone call so that we may determine whether or not we can accommodate your order. Rush orders incur a 20% surcharge.

BILLING & PAYMENT TERMS



- 1. Payment:** In U.S. Currency only via check, money order, VISA, MasterCard, Discover, PayPal or American Express.
- 2. Standard Payment:** Since we custom build each product to order, your order must be prepaid in full at time of order.

SHIPPING AND HANDLING



- 1. There is no charge for pick ups.** Standard ground freight is our regular shipping method. Freight is \$10/shade up to 90" wide. Shades over 90" wide must be quoted.
- 2. Air freight available.** Collect freight charges will apply.
- 3. Oversized Shipping Charge.** Orders requiring LTL freight shipment or expedited freight (orders that can not or are desired to ship other than standard ground UPS freight) call for freight charge.
- 4. All shipments F.O.B. Richmond, VA USA.** Orders without specific shipping directions will

be shipped the method deemed most suitable by LuXout. LuXout does not take responsibility for shipping delays, damages, or losses. Please inspect products upon receipt and immediately notify the shipper and make claim for damages. We are not responsible for trip charges and installation costs. Any international duties, customs fees or taxes are the buyer's responsibility.