



16430 Highway 65 NE
Ham Lake, MN 55304

orders@fleetwoods.net

www.fleetwoods.net

Phone 651-636-9883

Toll Free Phone 800-411-9060

Fax 651-636-9884

Toll Free Fax 800-411-9061

TERMS AND CONDITIONS

To our valued customers: to help us serve you better we would like to inform you of our credit terms and policies. Special considerations should be brought to the attention of the Credit Department to ensure continued service to you. We will be glad to help in any way we can!

Orders

- Please fill out the order form completely - including desired delivery date - and fax, mail or email it to ***fleetwoods***. At this time we are unable to take orders over the phone. When orders are received they may be immediately processed for production, so changes to the order need to be communicated as soon as possible. Changes made after production starts may incur additional charges.

Lead Time

- Generally, our lead times are 5 working days with delivery on the 6th working day. Orders received by 9:00 am on a working day will be considered “day 1” of that project, orders received after that time will be processed on the next working day. Some non-standard door styles may take longer. Call us for the exact delivery time of your order.

Quotes

- After your quote is received by the Ordering Department it will be processed and returned to you within 24 hours. Please make sure ***Quote Only*** is marked on the order form so production is not started by mistake. All quotes are valid for 30 days.

Shipping

- We deliver throughout the metro and surrounding area. We also offer multiple carriers for further distances. Shipping time and cost varies on carrier and destination. Please contact Customer Service for any questions or for pricing options.

Returns and Exchanges

- All products should be inspected immediately upon delivery. If there is any shortage or damage in shipping please report it at once. The merchandise must be inspected by a ***fleetwoods*** staff member before a replacement is authorized or a credit is issued. Please return the rejected merchandise to the ***fleetwoods*** offices at your earliest convenience.

One Year Limited Warranty

- All products made by ***fleetwoods*** are guaranteed for a period of one year from the shipment date. Our obligation shall be limited to the repair and/or exchange of any product proved defective under normal use and care. This guarantee shall not be applicable to items improperly stored, handled, installed or finished on the part of the customer.



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TERMS AND CONDITIONS

(continued)

- We will replace only the materials that we originally supplied; any additional costs such as finishing, labor, etc., will not be included. In order to guarantee against warpage, any door produced over 24" wide and/or 48" tall will require two center panels. If the customer specified a single panel door over 24" wide and/or 48" tall, any warpage guarantees will be null and void.
- Our doors come standard with 180 grit sanding on the front and back with all cross grain scratches hand sanded out. We recommend all customers inspect our products for shipping damage before they are finished and decide whether sanding is necessary. *fleetwoods* cannot guarantee products are finished ready after any shipping has occurred.

Price Changes

- All prices are subject to change without notice.

Credit Policy

- Upon approval of credit, our terms of sale are a 1% discount for Net 10 days payment - otherwise Net 30 days from the date of the invoice.
- Past due accounts aging over 45 days may be suspended from production, delivery, and/or open account privileges. Any concerns or discrepancies should be brought to the attention of our customer service or accounting staff for prompt and proper handling.

Thank you for your business,

The *fleetwoods* staff!