



## Shutters by **Beech River Mill**

### Terms & Conditions

We are fine craftsman and stand behind our work, and our products. Our louvered and paneled products are built to endure the test of time. We utilize traditional time-honored techniques, quality materials, and desire nothing but the highest in customer satisfaction.

### Order Authorization

Beech River Mill will require a signature authorization for every order we accept. Your order will be created for you, using the specifications and dimensions approved by you. We will build accurately to your specifications, but know that slight variations in dimensions and tolerances may occur, which is common to millwork. We will work diligently to ship your order on or before your estimated ship date, but please recognize that each order is a unique project for our craftsman requiring time and expertise to complete. Beech River Mill will not be held responsible for any extraneous charges incurred in the event of late shipment. We will craft your product per the authorized estimate regardless of attachments, drawings, or purchase orders provided unless this information is included in the authorized estimate. It is the customer's responsibility to verify that the information contained in the estimate is accurate.

### Payment

We require a 50% deposit at the time the order is placed, 25% at commencement of build, and the balance is due prior to shipping. We welcome and accept: personal checks, certified checks, money-orders, Visa, and MasterCard payments. Charges for shipping and handling will be billed at the time of shipment.

### Shipping, Handling, and Delivery

All orders are FOB. Charges for shipping and handling will be billed at the time of shipment. We will select the most appropriate carrier for your order, depending on the size, weight and destination. Most of our orders are shipped through UPS, Fed-Ex, or Roadway Freight. Unloading provisions are the responsibility of the customer. It is the customer's responsibility to uncrate and inspect the entire shipment immediately upon delivery, regardless whether the product is installed right away. Beech River Mill is not responsible for concealed shipping damages that are discovered by the customer. All shipping issues are to be resolved between the shipping agent and the customer.

### Returns, Refunds and Cancellations

All of our orders are custom. Once the order has been accepted and the initial payment received, it cannot be cancelled for any reason. If an order is cancelled the customer will still be responsible for the full purchase price of the order as detailed in original authorized estimate. We always work with our clients to meet their needs and we can make authorized changes before we begin production. Change orders will be billed accordingly. Products that do not meet our quality standards will be repaired or, if repair is not possible, remade. We cannot be responsible for faulty installation, incorrect measurements, incorrect specifications, or alteration by another party. We reserve the right to inspect products prior to repair or remake. Non-defective or altered products will be returned freight collect without credit being issued or repair being made. Beech River Mill will not be responsible for any unauthorized repair charges from another party.

# Limited Warranty

## **Coverage:**

Beech River Mill warrants to the original purchaser that each individual product manufactured by Beech River Mill, properly finished, properly installed, and properly maintained will be free from major defect in materials and workmanship for the life of the original purchaser, up to a maximum of 25 years from date of delivery.

Beech River Mill will honor all applicable paint manufacture warranties at the sole discretion of Beech River Mill.

## **Items not Covered:**

In the period during which the wood product adapts to its installed environment, one or more of the following adaptations may occur: weather marking; minor expansion and contraction between face frames, slats, panels, and joinery; limited cupping, cracking, bowing, or warping. These are natural and are not covered under this limited warranty. Any post-delivery modification to the product which contributes to product failure will void this warranty in full.

Under no circumstances will Beech River Mill be responsible for subcontractor or labor charges of any nature. This warranty does not cover any conditions or damages caused during shipping or resulting from accidents, alterations, misuse, abuse, misapplication, exposure to the elements, fire, flood, improper maintenance, wood tannin leaching, failure to follow written or verbal care instructions, acts of God, or normal wear and tear.

Beech River Mill will not be held liable for any legal costs incurred if actions are taken against the company Beech River Mill, its parent corporation DRO Corporation, or RABEDO, LLC.

There are no warranties which extend beyond the description of the face hereof.

## **Claims under this Limited Warranty:**

The original purchaser must contact us in writing to make a claim. Beech River Mill reserves the right to inspect and remediate any product failure claims relating to materials, and workmanship as outlined above on a case by case basis. All defects caused by improper or faulty materials or workmanship will be, in the sole discretion of Beech River Mill, repaired or replaced by Beech River Mill.

This warranty is nontransferable.

*Sincerely & Respectfully,*

DRO Inc. dba **Beech River Mill**

Customer Name (print)_____
Customer Signature_____
Date_____ Order No. _____

***By signing the above, all the terms and conditions are accepted.***

**This document must be signed before orders can proceed**