

Terms of Sale

Prices

All prices shown are in U.S. Dollars and are subject to change without notice. Prices on acknowledged orders are firm for shipment within three months of order date. All other orders subject to price in effect at time of shipment.

Terms

1% 10 Days, Net 30.

Minimum Order

\$50.00 net minimum invoice.

Orders

We reserve the right to decline the whole or part of orders in which price, finishes, quantity of goods, or credit status of the buyer is not satisfactory to us. We reserve the right to discontinue items or change specifications at any time without notice and without incurring any obligations. dormakaba cannot be held liable for extended delivery dates that may result in the cancellation of an order.

Acknowledgments

Acknowledgments are exact copies of the manufacturing order and should be checked upon receipt. If acknowledgement is incorrect, please notify dormakaba Customer Service immediately.

Order Cancellations and Changes

For standard product or standard fabricated product (i.e., products that are not custom and not special order) with a defined 1 to 3 day lead time:

- Changes or cancellations will be allowed without penalty within 3 hours of order acknowledgement.
- Changes or cancellations made more than 3 hours after order acknowledgement may incur a fee for recovery of processing costs.
- Charges for changing an order will be based on the status of the order at the time of the change.
- Orders cancelled more than 3 hours after order acknowledgement will incur a 50% minimum restock fee.

For standard product or standard fabricated product (i.e., products that are not custom and not special order) with a defined 5 days or more lead time:

- Changes or cancellations will be allowed without penalty within 24 hours of order receipt.
- Changes or cancellations made more than 24 hours of order receipt may incur a fee for recovery of processing costs.
- Charges for changing an order will be based on the status of the order at the time of the change.
- Orders cancelled more than 24 hours after order receipt will incur a 50% minimum restock fee.

Cancellations for custom or special order products will not be accepted and will be invoiced the full value of the order.

Returned Goods

Goods determined defective within the terms of our warranty may be returned for replacement. Goods returned due to any other factors are subject to a 35% restocking fee. For all returns contact the factory for a "Return of Goods Authorization" number (RGA). All returns must bear the RGA number provided. Unauthorized returns will not be accepted. The complete RGA policy is available upon request. All returns must be shipped to:

dormakaba
Returns Department
1 Dorma Drive
Reamstown, PA 17567

To protect our customers from liability, do not sign the delivery receipt until shipment has been inspected thoroughly.

Customer is responsible to make necessary notations on the delivery receipt after inspection. Failure to note damaged items and/or shortages on the receipt releases dormakaba from all liability; therefore, customer is responsible for any replacement costs. If damage or shortage is noted, please notify your dormakaba customer service representative within 48 hours of receiving your shipment.