

TERMS AND CONDITIONS

ORDERS

Orders may be faxed or submitted via internet 24 hours a day. We require each order to be placed on a Door Masters of Houston Door Order Form to ensure its accuracy.

NO CHANGES CAN BE MADE ONCE AN ORDER HAS BEEN PLACED.

We read sizes "Width x Height". Orders may be placed in metric measure. Telephone orders are **READ BACK**. Please check sizes and specifications carefully as this is your confirmation of the order. We do this to make sure you receive your order correctly. Any mistake that is not corrected when **READ BACK** becomes your responsibility. Special instructions should be clearly communicated, by **FAX** or Internet form. We always confirm your fax order via "Fax confirmation notice" or by telephone. If you do not receive confirmation, please call us. We may have experienced a transmission problem and need your assistance. Do not re-fax. Most orders are shipped in 5-10 working days from order/deposit approval. A **VALID ESTIMATE MUST BE SIGNED AND PAYMENT TERMS MUST BE APPROVED PRIOR TO STARTING AN ORDER**. Prices are subject to change without notice.

PAYMENT TERMS

Account terms and credit will be established based on payment history with Door Masters of Houston.

All orders will require 50% pre-payment (deposit) with the remaining balance due upon delivery or pick up.

Accounts with a past due balance are subject to a 5% service charge.

· We accept Visa, Master Card, American Express and the Discover Card. A credit card authorization form must be completed prior to processing a credit card. Once a credit card it's on file this will be your default payment method for deposit and remaining balance unless otherwise advised. Please insure your payment method is current to avoid delays.

· All Tax exempt business must provide a current resale form or sales tax will be charged.

· HANDLING AND FREIGHT POLICY

The following policies apply:

Our Shipment Schedule is determined by the volume and distance to each area.
Orders cannot be delivered to an empty worksite. Any customer who chooses to have their doors delivered regardless will be liable for any lost or damaged goods.

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RECCOMENDATIONS

- Variations in temperature, humidity and other elements will cause wood to contract and expand. Lumber will absorb moisture and expand or dry out and warp with ease even after it is finished. Fluctuations in climate can result in twists, cracks and warping therefore precautions must be taken during handling, storing and finishing.
- We highly recommend the timely finishing of our unfinished products to preserve their quality and integrity.
- Have all windows and exterior doors installed and bring the house to occupancy level conditions prior to delivery.
- Unfinished products should not be delivered to a job site that is exposed to the elements. They additionally should not be subject to extreme temperatures or dryness, humidity or sudden changes therein.
- Once order has been delivered, Door Masters of Houston will not be responsible for damage due to improper priming and finishing as these are not considered defects.

LIMITED WARRANTY

It is difficult for us to monitor the conditions in which our products are kept after delivery. Special handling instructions are provided with every order to minimize any damages due to conditions beyond our control. Any claims on an order or material inconsistencies should be made within 3 days after receipt of order prior to hinging, hanging or finishing. Doors will not be returned without prior written approval. Doors must be returned in their original condition to the offices of Door Masters of Houston for inspection.

Any item that has been hinged, hung or finished, show signs of exposure to moisture, heat or sun, show signs of job site neglect or is modified in any way shall be deemed accepted by the buyer and voids any warranty. If or product is handled in accordance with our recommended guidelines, most problems will be minimized. Remember, you are dealing with an unfinished wood product that will warp, twist or crack within twenty-four (24) hours if not treated or handled properly.

GUARANTEE

Products must be inspected upon receipt. Our guarantee covers the replacement of doors and drawer fronts in an un-finished state and in good condition, as originally delivered. Any variation from our normal construction specifications is not guaranteed. A warp or twist of 3/16" of an inch or less is not considered a defect. A twist is measured by placing the face of the door against a true plane surface. Doors are manufactured to the nearest 1/16th of an inch. Door Masters of Houston will not be held responsible for delays caused by factors beyond our control prevention of labor, power There are no other warranties of any kind expressed or implied.