

# TERMS & CONDITIONS OF SALE



**JANDELLE**  
PARIS

Prices: Subject to change without notice; however, every reasonable attempt will be made to provide adequate notice of price increases.

Terms: Payment due 30 days net from invoice date on approval of credit. Past due accounts will be placed on a "hold" basis until current. In addition, a late payment service charge of 2% per month, 24% annually may be applied to all invoices not paid within 30 days of the invoice date.

Freight: Alore Designs reserves the right to choose the carrier. All orders are shipped from our New Jersey distribution center. Most orders are shipped UPS ground. We offer expedited delivery service by UPS at an additional charge.

DROP-SHIPMENT: A \$15 fee will be charged for all drop-shipments.

Deliveries: Alore Designs regrets and apologizes for delays beyond our control caused by strikes, fires, shortage of materials, accidents, transportation delays, customs delays or acts of God. Additionally, Alore Designs cannot be held responsible for such delays.

Returns: Products may be returned for credit or replacement after prior written authorization from Jandelle. Upon return and inspection, a twenty-five percent (25%) restocking fee will be charged on all stock items returned in original - unopened, resaleable condition. The twenty-five percent restocking fee does not apply on «our fault» returns. Special or customized items cannot be returned. All returned goods must be shipped prepaid in its original packaging. All returns must be packaged appropriately in an outer container with the RGA number clearly marked on the outside container. A thirty-five percent (35%) restocking fee will be assessed against any unauthorized returns if they are accepted. Unaccepted returns will be returned to the customer at the customer's expense. Returns older than 90 days will be charged a 35% restocking fee and, returns older than 120 days will be charged a 50% restocking fee.

Labor: Jandelle or Alore Designs WILL NOT cover labor charges of any kind.

Damage or Loss: The customer should make any claim for loss or damage to the carrier immediately. Goods become the responsibility of the carrier when they are accepted by the carrier in good condition from Alore Designs.

Claims: Please notify us promptly of any discrepancy in shipments or invoicing. All shipment claims must be reported to us within 72 hours of receipt of merchandise. All invoice claims must be reported within 72 hours of the invoice. When reporting a claim please refer to purchase order number and invoice number.

Product Changes: Jandelle & Alore Designs reserves the right to change, discontinue, modify or redesign in a constant effort to improve products without liability for inventory obsolescence.

## WARRANTY:

Alore Designs extends the following warranty to the original purchaser of its "Jandelle" products.

- Jandelle products carry a 2-year limited warranty, beginning on the purchase date, on finishes, materials, and workmanship (proof of purchase required) for residential installation only, so long as the purchaser continues to own and maintain the residence where the products are initially installed.
- An engraving on the back of the products indicates the date of its production as well as the type of finish applied for use as a reference if problems arise.
- Jandelle products are only guaranteed in case of normal usage and only if the care and cleaning guidelines written on this page are followed. Jandelle quality control services will be the only one permitted to decide if a finishing of an item is abnormal or not.
- Since Jandelle products are handmade, a reasonable variation in dimensions can be expected.
- Jandelle cannot be liable for any unusual use of their products, such as: Physical shocks, falls, impacts, scratches or any changes in the finishing deemed to be the result of misuse or improper care. Any use of prohibited products such as abrasive or corrosive causing sprays, cleaning solutions, scrubs, pads, brushes, or any other damaging products will also void the warranty. In addition, any corrosive or abrasive products released in the air around or near the sinks will void the warranty. Abnormal presence in the air, natural environment, or water such as sand, filling, calcite deposit, salt or any other outside agent that can blemish or alter the products will void the warranty. The warranty does not apply for products that have been used outdoors. Any intervention on the basin, mirror, bathtub made by a third party other than the Jandelle workshops, will not be covered by any warranty.
- All custom products, mirrors, bathtubs, pedestal sinks, and the products with the D, E, F finishes will not be returnable. The warranty of quantity orders will be addressed case by case.
- In no circumstance shall the liability of Jandelle and Alore Designs under the warranty for any products exceed the buying price of the product.

## CLEANING

All of our products, are hand-made from massive copper or brass. Some of our finishes are made of gold, silver, chrome or nickel. A basin, a bathtub, or a mirror must be regularly cleaned with genuine chamois leather combined with the specific cleaning products associated with each type of finishes, A various number of different cleaning products are available in stores. In order to avoid any calcium deposit a basin shall also be subject to a daily cleaning with the help of a sponge, chamois leather or even a soft fabric that does not mark the product, never use abrasive and corrosive cleaning products, nor abrasive sponges.