CCB INDUSTRIES, LLC
Carolina Custom Booth Co.
Carolina Custom Table Co.
Carolina Soft Seating Co.

TERMS & CONDITIONS

Terms

* All items are priced F.O.B. High Point, NC.

* Net 30 Days (established accounts only)

* A 50% deposit of invoice amount is required on all unestablished accounts with balance due prior to shipment of order.

* Orders received without deposits will be held and then entered into production once deposit is received.

* No orders will be shipped to any account that has an outstanding balance past established terms. New orders will be shipped upon balance of outstanding account being paid in full.

* Any order being held by factory past original requested ship date will be subject to order being invoiced and expected to be paid within its terms.

* Any order being completed and held beyond 10 days of original requested ship date by customer's request will incur storage fees.

Quotes

* All quotes are based on the quantities and specifications listed on the quote. Any revisions (quantities, size, etc.,) to specifications may require a revised quote.

* It is the customer's responsibility to review quotes for product accuracy before submitting an order. (CCB will not be responsible for human error such as typos, transposed numbers, formula errors, etc. due to the "copy & paste" environment that we now live in.)

Orders

* Written confirmations must be received for all orders, either by fax or e-mail.

* A written acknowledgment of the order & shop drawings will be provided to the customer. After receipt of the acknowledgement & shop drawings, the customer is responsible for signing and advising the factory of any incorrect information concerning the "outstanding order."

*CCB is not responsible for field measurements unless prior arrangements have been made. It is the customer's responsibility to provide final dimensions for production.

* Orders cannot be released into production until all details are signed and finalized by the customer. Incomplete or missing information including but not limited to final dimensions, missing upholstery, stain specifications, etc. will delay the start of your project & change the "***tentative***" ship date.

Orders - continued

* Production time typically varies from 5 - 9 weeks depending on the scope of your project as well as depth of orders proceeding it in CCB's production schedule. Contact Customer Service for current lead times.

* All ship dates provided by CCB acknowledgements or other paperwork are ***"tentative"*** only.

* "***Tentative"*** dates are given by CCB based on the current production schedule & also based on the customer promptly returning approved paperwork (signed ack. & shop drawings.)

* Any changes or delays by the customer will affect the ***"tentative"*** ship date given on the original acknowledgement.

Changes & Revisions

* Any information based on changes to orders must be communicated to CCB in writing.

* CCB may not accept revisions to the project once materials have been ordered and / or production has been started.

* Changes if accepted by CCB, may incur charges for paperwork by office administration, material costs and / or re-stocking fees as well as possible delays in the production time.

Cancellations

* Any cancellation of orders must be communicated to CCB in writing.

* Orders cancelled may incur charges to include, but are not limited to time, materials, re-stocking fees, or non-refund of order deposit.

Materials

* CCB does not guarantee the availability of materials or other items listed in the price list as the manufacturer of these materials may make their products unavailable or discontinued without notice.

* All foam used by CCB shall be CAL 117-2013 unless otherwise specified. It is the responsibility of the customer to determine local codes for the project and to notify CCB if any other specifications are required.

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COM (Customer's Own Materials)

* All COM materials must meet CAL 117-2013 guidelines. (A spec sheet is required to accompany all COM shipped to CCB prior to the use of COM materials on product.)

* CCB cannot take any responsibility whatsoever for materials provided by the customer.

* All COM upholstery materials supplied by the customer are to be shipped to the CCB shipping address below.

Carolina Custom Booth Co.
Side mark: _____
901 W Market Center Drive
High Point, NC 27260

* All COM materials are to be clearly side marked with the project name or PO# and tagged with the material & pattern name as included on the order paperwork.

* CCB will not be responsible for the identification of un-marked or mis-labeled COM materials or for delays to the order resulting from this information not being properly provided by the customer and / or the upholstery vendor.

* A swatch of each COM material should be submitted to CCB with clear identification as well as notes on pattern direction or placement. If information is not provided, then it will be the sole discretion of CCB on how to apply the upholstery.

Shipments

* All items are shipped F.O.B. High Point, NC

* Most orders are shipped on our fleet of trucks which has proven to minimize damages typically experienced with regular common carrier deliveries.

* CCB's trucks transport product (w/ a pad wrapped technique) to eliminate packaging waste for the environment.

* Orders delivered by regular common carrier will be shrink wrapped, palletized, and corner protected. Oversized pieces may be subject to additional up-charges for packaging and material costs.

* Single, Double and 1/2 circle booths are shipped fully assembled ready to be set in place at the project site. Sections of 3/4 booths, Wall Benches and Special Shapes require fastening together once on site.

* Freight or delivery amounts to be quoted at the time of order.

* Shipment delays by the customer can incur storage fees.

Delivery

* The customer **must** contact CCB's Customer Service Representative (888-880-3127 or customerservice@ccbindustriesusa.com) **1 week prior** to schedule an exact ship date.

CCB's optional CCB "Inside" Delivery

* With customer's instruction CCB drivers will move product from truck to desired location assuming location is clear and accessible.

(CCB DRIVERS CAN NOT CARRY PRODUCT UP or DOWN FLIGHTS OF STAIRS) --FREIGHT ELEVATOR ONLY--

* CCB does not install, secure, anchor, or attach any item to a floor, wall, or platform. It is entirely the responsibility of the customer or end user to install. **(CCB recommends your GC provide attachment / installation.)**

Wood Tops

Final destination Must be a Controlled Environment (temp., relative humidity) before & after shipment of Wood Tops.

(An uncontrolled environment can allow extreme summer humidity to enter the building increasing moisture content in the air resulting in swelling (cupping / warping) of the top. Extreme dry winter air works opposite by lowering the moisture content in the air resulting in shrinkage (splitting and warpage).)
(Wood is a natural product that constantly moves and acclimates with the moisture content of the air within its environment.)

Delivery Fees and Fuel Surcharges

* All delivery fees quoted at the time of order placement are estimates based on current market conditions. Because custom furniture orders require extended production time-lines CCB INDUSTRIES, LLC reserves the right to assess a temporary fuel surcharge if market fuel prices increase by 10% or greater per gallon between the order date and the actual delivery date. The surcharge will be calculated for round trip mileage from CCB INDUSTRIES, LLC (High Point, NC) to final destination by the inflated price per gallon.

Any such surcharge will be calculated using the U.S. Energy Information Administration (EIA) "Regional Average" retail fuel prices at the time of scheduling vs. the time of the order placed. The customer will be notified of any final adjustments to the delivery fee prior to actual delivery and/ or in the final invoice, and the surcharge must be paid in full within the terms of the order.

TERMS & CONDITIONS

Claims & Returns

Common Carrier Delivery

* Damages and / or defects must be noted at time of receival, then reported to the factory no later than 48 hours after shipment is received.

CCB's optional CCB "Inside" Delivery

* Damages and / or defects must be refused and returned on CCB's truck. The factory will make necessary repairs and then re-deliver.

* Product not returned on CCB's truck will be customer's responsibility to ship to CCB factory as st

* Product returned to be modified from original approved shop drawings will result in additional charges to the customer as well as a re-delivery charge.

Charges for unauthorized repairs or alterations (without the written approval by the factory) becomes the responsibility of the customer.

PHONE (336) 886-3127 / 1-888-880-3127