



TERMS AND CONDITIONS

Orders: Orders are shipped prepaid or Net 30 (OAC). All container orders are given Net 7-day terms. Note: A deposit may apply.

Payments: We accept cash, cheques, debit and major credit cards (Visa, MC).

Shipping and freight for less than container orders: All payment for freight charges using common carriers are collect or prepaid and charge. No customer discount is applicable on freight charges.

Shipping and freight for container orders: Container pricing is quoted Freight-In.

Shipping claims: If you are missing any items, or there are items that are visibly damaged, please inform the driver and make a note on bill of lading when signing for your shipment. **Freight claims must be made with Rustique within 7 days of receipt of goods. Rustique will not warranty product that is damaged in transit or missing from shipment which is not shipped with our preferred carriers.**

Returns: All returns must obtain a **Return Authorization Number** prior to return of merchandise. Failure to obtain authorization may result in refusal of return. You may obtain an RA # by contacting a customer service representative at 416-762-2929 ext. 313. Rustique may elect to authorize repair or make alternative arrangements in lieu of return.

Discount: Rustique offers a VERY AGGRESSIVE direct container program with larger discounts available for container orders.

Warranties: Rustique will warranty product for a maximum of 1 year from date of receipt. Items are covered under limited warranty for structural defects, not minor movement that may occur in wood product. **NOTE: IN THE LAVABO COLLECTION, FAUCETS/ PLUMBING ARE NOT COVERED UNDER OUR WARRANTY.**

Prices: **All prices presented are subject to change without notice.** Please contact your regional customer service representative to verify a price.”