

Terms & Conditions



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- All orders are shipped FOB Paradigm Trends' warehouse Teterboro NJ 07608 unless otherwise noted.
- Prepayment terms via check or credit card (Visa, Mastercard, AMEX) are required for first orders.
- All international orders must be prepaid.
- To request credit terms, customers must fill out Paradigm Trends' credit application. Failure to adhere to terms may result in revocation of payment terms and account may revert back to prepayment status.
- In cases where goods need to be manufactured to order, a 50% deposit is required with the balance due before shipment including shipping and handling fees.
- All orders that need to be manufactured to order are not returnable.
- Prices do not include NY sales tax, if applicable, or freight costs from the FOB point. International clients are responsible for all import tariffs. Prices quoted are valid for up to 60 days unless quoted otherwise.
- All orders must be submitted via email or fax.
- All orders must be placed in current case pack quantities.
- Customers are responsible for freight costs including inside deliveries, lift gate requirement, LCL charges, etc. If customers do not provide correct shipping information, an additional shipping invoice will be sent for payment.
- Customers agree to pay all collection costs and attorney fees, as well as interest at the rate of 1.5% per month on any unpaid balance or the maximum rate allowed under applicable law.
- Before signing the BOL, ensure that all cartons and/or pallets are properly sealed or shrink wrapped. Immediately report any discrepancies to the delivery company and to your Paradigm contact within 24 hours.
- Please examine your order upon arrival. Any discrepancies or damages must be reported within 5 days of receipt. Any damage or loss must be claimed by consignee with carrier. If damages exist, we must receive at least 10 units to replace.
- No returns will be accepted without Paradigm Trends return authorization (RA) number and must be received in saleable condition and in its original packaging. All requests must be made within 5 days of delivery received. Customers returning merchandise will be charged a 20% restocking fee and all freight charges. Also, there are no returns on production/custom orders.
- Paradigm Trends warrants their products for 1 year from date received. This warranty only covers any defects in material or workmanship under normal use and maintenance. We will replace the product with goods that are identical or reasonably

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equivalent to the goods.

- All cancellations must be received in writing, have prior authorization and a confirmation number issued by Paradigm Trends. In addition, cancellations must be received within 3 business days of when purchase order is received by Paradigm Trends. If the above is not followed, then the order is binding.
- Accepted payment methods are check, credit card (Visa, Mastercard, AMEX), and ACH(wires).
- All wire fees are paid by the client. All payments must be in US Dollars.
- A \$25.00 fee will be charged for any returned checks.



Care & Cleaning Instructions

- **Metal:** Use a soft cloth and warm water to wipe clean.
For Shiny Finish: Windex or a similar product is a safe cleaning agent to wipe for spots.
For Matte Finish: Non-abrasive Stainless Steel cleaner is a safe cleaning agent to wipe for spots.
 - **Resin:** Use a soft cloth and warm water to wipe clean. Windex or a similar product is a safe cleaning agent.
 - **Faux Leather:** Use a soft cloth and warm water to wipe clean. Windex or a similar product is a safe cleaning agent to wipe for spots. Be sure to wipe carefully with a cleaning agent.
 - **Real Leather:** Use a soft cloth to wipe clean.
 - **Wood:** Use a soft cloth to wipe clean.
 - **Stone:** Use a soft cloth and warm water to wipe clean. Windex or a similar product is a safe cleaning agent.
 - **Crystal:** Windex or a similar product is a safe cleaning agent.
 - **Glass:** Windex or a similar product is a safe cleaning agent.
 - **Lacquer:** Use a soft cloth and warm water to wipe clean.
- **Custom Finish and Materials:** Use a soft cloth to wipe clean. Please inquiry with your sales person for additional information.

Please sign below to confirm receipt of both Paradigm Trends’s Terms & Conditions as well as Care & Cleaning instructions. If we do not receive a signature within 5 business days of receipt, Paradigm Trends assumes the documents still hold.

Print Name

Title

_____ _____
Signature Date

By signing this document you agree to Paradigm Trends Terms & Conditions and Care & Cleaning Instructions. In addition you have shared these above documents with the appropriate parties, i.e. the housekeeping department as well as general management.