



Policies, Conditions and Terms

Design & Detail “D&D” is a supplier of fine home furnishing products, exclusively to the interior design trade. By opening and maintaining an account with D&D, you are deemed to have accepted the terms and conditions set forth herein. D&D reserves the right, in its sole and absolute discretion, to decline to open a new account, close an existing account, or to change these policies, terms and conditions at any time. An account application must be completed in full and accepted by D&D before an account will be opened. No pricing will be given, or orders accepted until an account has been approved.

Qualifications to Open a Design & Detail Account – You must currently be selling interior decorating and design products and services on a retail basis under a legitimate business name registered with the government of the state in which your business is located. Please provide as many of the following as possible to expedite opening your account. At least four of the following are required for an account to be opened:

- State resale tax certificate
- State corporate registration form
- Business card
- Copy of an invoice to your customers
- Proof of business bank account (copy of statement, etc.)
- Copy of a degree from an accredited interior design program

D&D Payment Terms

- All orders for merchandise that is “in stock” with the vendor, will be collected in full when placing the order. Orders for goods that will not ship for 4+ weeks, will be paid with a 50% deposit and the balance will be due 15 days from receipt of invoice. Freight will be billed on the final invoice for all companies that do not have a guaranteed freight rate. A 3% monthly service charge will be applied to all past due amounts.
- Disputed invoices should be submitted in writing setting forth an explanation of the disputed amounts.
- All accounts are subject to the terms and conditions of the D&D account application.
- D&D may hold orders and product if an account is past due.
- D&D will accept payment in the form of cash, check or credit/debit cards. A service charge of \$25 will apply to all returned checks. A 3% convenience fee will be applied to all credit or debit card transactions that are run through the D&D system. We will run your card with or without you being present, if you submit to us a written request.

Special Orders – All special order pricing will be set forth on a proposal. When the proposal is accepted and a deposit is received, an order will be generated.

- Orders will not be submitted to the vendors until we have received a signed proposal and the requested deposit.
- Quoted prices are good for 30 days as manufacturers reserve the right to change prices at any time.
- Special orders may not be cancelled unless permitted by the manufacturer. Generally, manufacturers will not permit cancellations of special orders once the order is in production.
- Ship dates are estimates only and are subject to change by the manufacturer. We will notify you of any shipping changes or back orders.
- D&D will not check on furniture orders until four weeks after receipt of deposit.
- Extreme due diligence and care should be utilized with the consumer when making selections based solely on photographs. Photographs of colors, finishes and textures are not meant as a substitute for actual samples of fabrics and woods. Measurements should be checked to make sure furniture will fit and can make it into the home.
- Special orders are non-returnable.

Receiving and Delivery – It is the designers responsibility to select a local receiving company for receiving and delivery of all freight bound merchandise. The selected receiver will carefully inspect and touch-up all products prior to delivery. We will coordinate the handling of damaged merchandise, including filing of claims, replacement parts, repairs, and dealing with the freight carrier and manufacturer. The receiver that is selected needs to follow the procedure of inspecting and reporting any damage within 24 hours of receipts. All merchandise to be delivered to a receiver will be invoiced no later than 5 days after receipt of the merchandise regardless if it has been delivered to your customer. Merchandise not delivered within 10 days of receipt is subject to a storage fee from the receiving company. The designer and/or client is responsible for fees associated with receiving and delivery services.

Merchandise Picked Up – All merchandise picked up from D&D or receiver either by the designer or a third party designed by designer should be carefully inspected prior to acceptance. Once the designer or third-party signs for merchandise as being received in good condition, all claims of damage or defects will be the responsibility of the designer.

Using a Receiving and Delivery Service – All receivers must inspect merchandise and report any damage within 24 hours of receipt and damages must be marked on the bill of lading. When using a third party receiving and delivery service other than an approved receiver, the receiver and the designer are responsible for all inspection, repair and touch up. The receiver and designer are also responsible for any claims to be filed with the carrier. Upon request of the designer, D&D will reorder merchandise damaged beyond repair.

Drop Shipments/Direct Shipments – The consignee (the person receiving the merchandise) and the designer are responsible for all inspection and claims for damaged and missing merchandise. D&D recommends that designers use only experienced, credible receivers. Any damage on delivery must be noted on the freight bill or merchandise should be refused.

Warranty, Repair & Service – D&D assists its customers in enforcing all manufacturer warranties for the product purchased through D&D. Manufacturer warranties vary by product and manufacturer. COM fabric applied to furniture may be warranted by the fabric company. Manufacturers of both furniture and fabrics exclude normal wear and tear, pet damage and improper application of fabric. If you have questions on warranty of any product, please ask before ordering. If a product is in the customer's home awaiting repair or replacement, the D&D invoice must be paid before the warranty is enforceable. Once a product is delivered and signed for, it is assumed the product was delivered in perfect condition unless noted otherwise on the delivery ticket. If D&D received a request for an inspection/service call after the product has been placed, the designer must first inspect the customer's complaint. If the designer has not inspected the product and the problem is obviously not a manufacturer's defect, the designer will be billed for the service call and repairs. Repairs of scratches, gouges, nicks, etc. after delivery will be billed to the designer unless noted at the time of delivery.

Wallcoverings – D&D does not accept returns on overages of wallcoverings. Only wallcoverings with defects may be returned.

Return Policy – Special orders are not returnable. Any merchandise purchased from our inventory and requested for return will be subject to a 25% handling charge. Returns must first be approved by the showroom manager for furniture and accessories. Items are considered sold when the designer requests D&D staff to mark the item as sold and the item is pulled from the sales floor. Merchandise returned must be inspected by a D&D employee. Damaged merchandise may not be returned.

Sample Check-Out Policy – D&D does not check out any hanging fabric samples from the fabric manufacturers. Fabric and wallcovering books are also unavailable for check out. We keep memo samples of these lines in the memo room and samples should be requested and can be kept for as long as you need. Fabrics and finishes from furniture manufacturers can be checked out for 48 hours. D&D's ability to do business is dependent on sampling being available to our customers. We make a substantial investment each year in new samples and strive to keep our sampling fresh, organized, and available.

"On Approval" Policy – Accessories and artwork are available on an "approval" basis. Furniture is not. No more than ten pieces of accessories and artwork may be taken "on approval" at one time. Merchandise will be considered sold if not returned within 48 hours or if it is damaged while on approval. Merchandise that has been invoiced may not be returned without approval of D&D and consistent with the return policy set forth.

Shopping with Clients – Designers are welcome to bring their clients into D&D, and work with them in the showroom. However, all clients must be accompanied by their designer the entire time they are in the showroom. Clients are not able to shop the showroom without their designer present.