

To Our Valued Customer,

Thank you for your business. Please take a moment to review our credit policy outlined below. If this document does not answer your particular question about our policies and procedures, please contact Nydree Flooring Customer Service at 800.682.5698.

### **Credit Policy**

Credit is extended to those customers who have a purchase history with Nydree Flooring and have established good credit status. Our standard credit terms for accounts in good standing are 1% 10, net 30 days.

For new customers or those who do not have an account, payment is due in full in advance of releasing your order for shipment. Accepted forms of payment include wire transfer, check, Virtual Check or credit card (Visa, MasterCard, Discover or American Express).

### **Custom Orders** (i.e., Custom Colors, Specified Lengths, etc.)

Custom orders are specialty items and due to their unique nature, require a 100% deposit at the time of order and are non-refundable, non-cancelable and not eligible for return. Client must purchase all overruns created during production of custom colors.

### **Cancellations**

We manufacture the majority of our products as we receive purchase orders from our customers and consider your purchase order a binding agreement. Cancellation of an order after it leaves our manufacturing facility is not permissible. Orders canceled after production has started, but the flooring has not shipped from our manufacturing facility will result in charges based on how far production has progressed.

### **Orders on Hold — Customer Request**

Orders which we have completed, but have not yet been released to ship per the customer's request will be charged a warehouse fee of 2% of the value of the order per month, with a 1-month minimum charge. This charge will take effect 10 days after we have requested approval from the customer to ship.

### **Returns**

Nydree manufactures all products to order and as a result returns are not accepted unless deemed defective by the Nydree Technical Department. Returns approved for warranty purposes must obtain written approval by authorized Nydree personnel.

Adhesive, maintenance and sundry items are returnable with a 20% restocking fee. Customer pays for return shipping,

Once again, we appreciate your business and look forward to servicing you now and in the future.