

ALSTON CARVINGS / MOLDINGS TERMS AND CONDITIONS

Pricing

Orders are accepted on the basis that they will be invoiced at prices and terms in effect at the time orders are received. If, under any law that tax is required, it shall be added to your invoice.

Payment Terms

VISA or MASTER credit cards, Bank transfers, Checks, Money Orders, Cash, Cashiers Checks are all acceptable payment options. Approval accounts are Net 30 day with credit approval. All others and outside California accounts will be prepaid or on C.O.D. basis. Past due payments are subject to 1.5% monthly (18% annual) interest charge plus Court Fees.

Delivery/Shipping

Orders will be shipped expeditiously freight collect via standard UPS ground service, or common carrier, unless otherwise specified. We must receive payment in full before we would release the products for out of state orders. Otherwise, such orders will be shipped on a COD basis.

Customer will be responsible for the freight insurance and/or other shipping related charges.

Return/Exchange

There are NO returns/exchanges after Thirty days (30) from the Invoice date. All return or exchange materials must be accompanied by the original receipt and MUST be in it's original unfinished condition. Twenty percent (20%) restocking charge applies to ALL returned materials.

Return/Exchange

Unique Custom Designs created to your specifications are available in most species of wood at affordable prices. A 50% deposit is required before special order work can commence.

Customer agrees to be solely responsible for any copyright liabilities arise from the special/custom orders

Warranty

We are proud to warrant our quality products against manufacture defects. Due to the fact that each piece of our carvings was individually crafted by hand, the final dimension and shape of the finish products will have minute differences from what is shown in our catalog. Occasionally, glue joints, where applicable, will appear on some larger carvings. Visible color variations, mineral stains, pin knots are natural occurrences due to the basic nature of wood and therefore are NOT covered by the warranty. In addition, **labor costs and other losses are not covered under the warranty.**

Customer Service & Claims

Internet Sales Policy

The ALSTON manufacturer warranty applies only when the ALSTON flooring purchase is made directly through an authorized ALSTON flooring dealer. Online sales of ALSTON flooring products are not covered by the manufacturer warranty.

Any ALSTON flooring sale that has been misrepresented by the retailer/seller, including but not limited to, returns, off-color, or manufacturer defect resale, are not covered by the manufacturer warranty.

Claims Process

All claims must be filed within the warranty coverage period and go through the flooring retailer where the flooring was purchased. The original purchase receipt must be submitted with the warranty claim.

Alston Inc. reserves the right to have an ALSTON representative inspect the floor, remove samples for technical analysis and request proof that pre-installation, installation and floor care and maintenance are in accordance with Alston requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Alston Inc. will repair, refinish or replace the product at its sole discretion.

Should you have any questions or concerns regarding your flooring, please contact ALSTON Inc. at 1 (909) 287-0668.

Save Your Original Receipt!

Save your original purchase receipt to protect your flooring warranty! Document your purchase and save this information for future reference.

Make sure that you have recorded the following information:

- Date of Purchase
- Product Name & SKU
- Seller/Retailer Name
- Seller/Retailer Address
- Seller/Retailer Phone