

FAX / MAIL ORDER FORM

Fax To: (814) 723-4187

CJ's Home Decor & Fireplaces, LLC

2815 Pennsylvania Avenue West
 Warren, PA 16365
 (814) 723-9394
 info@cjshomedecor.com

| | | | |
|--------------------|-----------------------------|------|--|
| 1. SOLD TO: | <i>Please Print Legibly</i> | | |
| | PO # | | |
| Company Name: | _____ | | |
| Buyers Name: | _____ | | |
| Street Address: | _____ | | |
| City/State/Zip: | _____ | | |
| Email Address: | _____ | | |
| Phone: | | Fax: | |

| | | | |
|------------------------------|-----------------------------|------|--|
| 2. SHIP TO: | <i>Please Print Legibly</i> | | |
| *If different than "Sold To" | | | |
| Company Name: | _____ | | |
| Contact Name: | _____ | | |
| Street Address: | _____ | | |
| City/State/Zip: | _____ | | |
| Phone: | | Fax: | |

3. ORDER INFORMATION:

| ITEM NUMBER | DESCRIPTION | QTY. | UNIT PRICE | TOTAL PRICE |
|--|-------------|------|------------|-------------|
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| SUBTOTAL | | | | |
| SALES TAX <small>(Applicable to PA Residents - Add 6%)</small> | | | | |
| SHIPPING (IF APPLICABLE) | | | | |
| TOTAL AMOUNT DUE | | | | |

4. METHOD OF PAYMENT

| | |
|--|-------------------------------------|
| <input type="checkbox"/> US\$ Money Order Enclosed/US\$ Certified Bank Check | |
| <input type="checkbox"/> VISA | <input type="checkbox"/> MASTERCARD |
| <input type="checkbox"/> DISCOVER | CVV2 # _____ |
| <small>Last 3 digits located on back of card - must have to process order!</small> | |
| Card # _____ | Exp. Date _____ / _____ / _____ |
| SIGNATURE _____ | |
| Remit M.O. to: 2815 Pennsylvania Avenue West, Warren , PA 16365 | |

By Signing this order form, you have read, understand and agree to all of CJ's Home Decor & Fireplaces, LLC terms and conditions as outlined on the website and accept this as a legal binding contract. CJ's Home Decor & Fireplaces, LLC reserves the right to change and/or update those terms at any time. You are also confirming that all information provided on this order form is correct. This includes but is not limited to size, color, brand, etc. CJ's Home Decor & Fireplaces, LLC is not responsible for any incorrect measurement provided by the customer. As this is a custom order, it is non-returnable! Please review our Damage>Returns policy on the website.

**PLEASE SIGN AND FAX TO US. YOUR ORDER WILL BEGIN PROCESSING ONCE WE RECEIVE THIS FORM.
 THANK YOU FOR THE OPPORTUNITY TO SERVE YOU!**

TERMS AND CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, THEN DO NOT PLACE ORDER.

ORDERING

Our terms are 100% with your internet/phone order. Credit card will be charged at time of placing order over the internet or by phone. NO returns or cancellations are accepted on orders once the order is in production. ALL PRODUCTS ARE MADE TO ORDER! Upon signing the order form, your acceptance of these terms and conditions is assumed. This is considered a binding contract. If order is cancelled within the first 24 hours, a 5% Handling Fee will be assessed. All orders must be paid in full. Payment information and authorization must be included with your order. Orders will not processed until full payment is received.

While we are happy to accept special orders, we do not accept verbal special orders. Custom orders must be in writing and emailed or faxed to us. ALL special/custom orders require full payment at time of order placement. NO RETURNS OR CANCELLATIONS ARE ACCEPTED ON CUSTOM ORDERS ONCE IT IS IN PRODUCTION!

SHIPPING

IMPORTANT SHIPPING INFORMATION- Be sure to inspect the goods before you sign. Upon receipt, carefully examine crate/package. DO NOT SIGN for shipment in damaged condition **without** notation of damage on delivery receipt. **YOU MUST CONTACT THE CARRIER IMMEDIATELY TO ARRANGE INSPECTION OF DAMAGE.**

Do not remove merchandise from crate/package until inspection has been made. IF crate/package appears undamaged, open immediately to inspect merchandise. Even though there is no visible damage to the crate/package, there is the possibility of concealed damage. If concealed damage is found, YOU MUST contact the carrier the same day of delivery. **IF CARRIER IS NOT NOTIFIED IN THIS TIME FRAME - THE CARRIER WILL NOT HONOR ANY CLAIM AND THE DAMAGED PRODUCT IS YOURS.** Keep all damaged merchandise in its original packaging material. Claims for damaged merchandise must be filed by consignee (you). We can not file claims, we can only verify.

MISSING PARTS

Upon acceptance of your shipment, you have 24 hours in which to notify CJ's Home Decor & Fireplaces, LLC/dba info@cjshomedecor.com of any missing parts or hidden damage. Not notifying CJ's Home Decor & Fireplaces, LLC within this time frame, will make any future claim for said parts null and void. After 24 hours, any parts that have to be sent out to repair merchandise, will have to be paid by the customer or shipped COD. We implore you to examine your order in full upon time of delivery and notify us immediately before accepting delivery.

VISIBLE/CONCEALED DAMAGE

When product is received damaged, **YOU HAVE TO DO THE FOLLOWING STEPS:**

- 1) Notify Shipping Company
- 2) Fill our Damage>Returns form on www.cjshomedecor.com complete with all required information. *Please note: No damage form will be reviewed unless completed in full!!*
- 3) Send picture of damage (Box, product etc) *Please note: Picture must be clear view of product (entirely) and then close up of damage. CJ's Home Decor & Fireplaces, LLC will not verify any information for customers claim if we have not received photos of damage.*
- 4) You will receive further instruction by email from our Damage Claims Department.

DEFECTIVE PRODUCTS

We only offer the finest quality of products to our customers. Occasionally, there is a product that may have some defects to it beyond our control. Most manufacturers will replace the product with a new one. **Refunds for defective merchandise will be given at CJ's Home Decor & Fireplaces, LLC discretion.**

If a claim is made that an item is defective and returned to the seller and seller deems item to be free of any and all manufacturer defects, then customer will be charged for product & outbound shipping.

RETURNS

DUE TO THE FACT THAT ALL PRODUCTS ARE CUSTOM MADE TO ORDER - ALL SALES ARE FINAL AND NON-RETURNABLE!!

Refunds>Returns are only permitted for genuine defects in the purchased item. We are very customer service oriented, however we have had some abuses of our generosity and efforts in the past. **ALL REFUNDS/RETURNS ARE AT CJ's HOME DECOR & FIREPLACES, LLC DISCRETION**

Any request for refund/return must be filed via Damage>Returns Form on www.cjshomedecor.com within 10 days from date of receiving product. At this time, the Claims Department will issue an RMA # (if authorized) and return instructions. **THESE INSTRUCTIONS MUST BE FOLLOWED COMPLETELY! FAILURE TO DO SO WILL VOID ANY AUTHORIZATION FOR RETURN/REFUND OF PRODUCT!** Any "Shipping Included" (free shipping) item will have the outbound freight charge and 35% restocking fee deducted from refund.

***Please sign accepting all terms and conditions. Please fax back with order form for processing.
Thank you for the opportunity to serve you!***

X _____

DATE _____

(Print Name)