

Terms & Condition

ORDER PROCEDURE

Estimate / custom orders requests: We endeavor to reply to all quote or estimate requests within forty-eight (48) hours. Our reply will quote pricing, specifications, appropriate discount, estimated lead time, freight costs, and terms of payment and validity via an "estimate", valid for six (6) months. Confirmation must be in the form of a formal purchase order. Once received, SUNTEAKLIVING will issue a "proforma invoice", including all relevant information, which is valid for a maximum of one (1) month.

Sales orders / regular orders: A formal purchase order is required. Once received, SUNTEAKLIVING will issue a "Proforma Invoice". Pricing, specifications, appropriate discount, estimated lead time, freight costs, terms of payment and other information on the "proforma invoice" are valid for a maximum of one (1) month. If the "sales order" is not confirmed within that time frame, a new request must be processed. Any discrepancies on the "proforma invoice" must be noticed within seventy-two (72) hours, after which no revisions or cancellations will be permitted.

Confirmation of proforma invoice: A "Proforma Invoice" will only be processed once the deposit is received and cleared by SUNTEAKLIVING, and must be received within the one (1) month validity period of the "sales order". All sales of SUNTEAKLIVING furniture are final. No revisions or cancellations will be permitted.

PAYMENT

Regular orders require a 50% deposit. Other orders, such as those for less than 5000\$, COM and Customized orders must be paid in full (100% deposit). All orders must be paid in full prior to final shipment. Late payments are subject to storage fees. If payment is not received within fourteen (14) days after the first delivery notification, a restocking fee of 100% for custom items and 40% for regular items will be applied.

LEAD TIMES

Inventory items are usually ready for delivery one (1) week after confirmation. Regular orders are usually ready for delivery within twelve to fourteen (12 – 14) weeks after confirmation. COM and Customized orders are usually ready within fourteen to sixteen (14 – 16) weeks after confirmation (of all specifications, and/or after receipt and approval of all COM materials).

Partial deliveries are not permitted. Lead times are estimates only. SUNTEAKLIVING is not liable for any delays that may occur during production or transit. SUNTEAKLIVING does not accept cancellations due to delayed lead times.

WARRANTY

Our SUNTEAKLIVING warranty applies for all regular orders, but does not apply to COM, Custom products, special promotions/offers or SUNTEAKLIVING OUTLET sales. See our warranty for further details.

Certain products, materials and colors may vary slightly from previous versions or from photographs. Any material or product offered previously by SUNTEAKLIVING or presented in a SUNTEAKLIVING publication may or may not be still available - contact our sales team for information.

VALIDITY

These Terms and Conditions are an integral part of our List Pricing and Order Procedure. These Terms and Conditions replace all previous Terms and Conditions. By paying a deposit, the buyer agrees to the terms and conditions of SUNTEAKLIVING.

SUNTEAKLIVING Terms and Conditions, lead times, List Pricing, product descriptions, any information on our website, in our catalog or other communication channels are subject to modification at any time. Interpretations and terminations are determined by SUNTEAKLIVING at its' sole discretion and without prior notice.

SUNTEAKLIVING

www.sunteakliving.com