

# TERMS AND CONDITIONS

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## **New Account Setup**

All new accounts requesting information on the Skyline Design product are required to fill out a Skyline Design New Account Form, in order to qualify to receive information on the company and product.

## **Catalog & Material Requests**

Skyline Design offers its catalog, material samples and giveaway trifolds upon request and availability.

## **MAP & MSRP Pricing Policy**

Skyline Design reserves the right to enforce a Minimum Advertised Price and our Manufacturers Suggested Retail Price with its dealers.

## **Packaging/Handling/Shipping**

All products from Skyline Design are boxed and packaged carefully to prevent damages that may occur during shipping and handling. In addition palletizing of shipments is done to ensure protection for oversize and large profile items. If the customer is asking for pickup, we will automatically box the order and not palletize. If palletization is required it must be specified at the time of order submission, if this occurs after the order is completed an additional 5% palletization fee will be incurred.

## **Restocking Fees / Return Authorizations**

Our restocking fees/return authorization policy is designed to ensure a smooth and transparent process. If you need to return merchandise for reasons other than defects in workmanship, a restocking fee of 20% will be applied. To initiate a return, it is important to obtain authorization beforehand. Please provide the invoice number along with the date of purchase when requesting return authorization. We kindly ask that you adhere to this requirement to facilitate efficient processing. Returns without proper authorization will regrettably be refused and returned to the sender at their expense. As a customer, it is your responsibility to cover the return freight charges, and upon request, we can provide a freight quote for your convenience. Please note that original packaging is necessary for consideration of return authorization. Keep the packaging until you have made a final decision on the product. In the case of orders not picked up within 30 days of completion, a 2% storage fee will be incurred on a weekly basis or alternatively, a one-time 20% restocking fee. This policy enables us to manage storage and inventory effectively. Additionally, orders with Upgraded Choice of Fabric or Custom Cushions that are cancelled after the cushions have been produced are subject to a 30% restocking fee, which accounts for the expenses associated with customization. Our goal is to optimize the restocking fees/return authorization policy, providing you with a seamless shopping experience and clear guidelines for any potential returns or cancellations.

## **Damaged/Returned Merchandise**

Damage claims or return authorizations for damaged or defective merchandise must be made within 7 days of the date of delivery and accompanied by photos identifying the damage as well as the original invoice. All claims must come from the original purchaser and/or the authorized dealer. Replacements or repaired items will only be shipped to the original shipping address.

Visible freight damage must be noted on the delivery receipt upon original delivery, otherwise claims will not be processed by the freight carrier. If a concealed damage is found upon opening the boxes, all boxes must be kept and the freight company notified immediately. The freight company will only pay 1/3 of the merchandise cost. Skyline Design is not responsible for damages incurred that have not been identified and documented within 7 days of receipt and inspection of merchandise.

Items that are being exported outside the continental United States should be inspected by a representative of the purchaser to confirm the item, the finish and that no damage has been caused, previous to releasing the items for export. Skyline Design assumes no liability after the items have been signed for.

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## Payment Terms

### C.B.D.

If you prefer to have C.B.D. (cash before delivery) terms, please only complete our New Account Form. Payment must be received prior to the order being released.

### Net 30

Skyline Design must have a completed and signed credit application, resale certificate for sales tax (Florida customers only) or business license, and a list of credit references, for an applicant to be considered for credit terms. Skyline Design uses Dun & Bradstreet Services for its credit decisions. Finance charges of 2% per month will be charged on past due invoices. New orders will not be shipped with past due balances outstanding. Please refer to our credit application for specifics.

## Forms of Payment

**ACH Payment:** ACH Payment via a quick payment link is our preferred method for paying orders and invoice balances. To ensure smooth processing, please include the sales order number and your Skyline Design customer account number with the transfer. If you require our banking information, kindly reach out to our customer service department.

**Wire Transfer:** We accept payment via wire transfer for orders and invoice balances. To ensure seamless processing, please include the sales order number and your Skyline Design customer account number with the transfer. For obtaining our banking information, please contact our customer service department.

**Checks:** Company checks are also accepted as a form of payment. Once we receive the check in our office, please allow 5-7 business days for the order to be released. In the event of a returned check, a fee of \$45.00 will be charged. The account will remain on hold until the returned check is paid.

**Credit Card:** Skyline Design accepts Visa, MasterCard, Discover, and American Express credit cards. To conveniently make payment, please utilize the payment link provided through our email system, connected to our credit department. If you have any questions, please contact us at 305.627.0025.

## Contract, Direct and Special Orders

### Forms

Direct Container Terms must be completed prior to processing of any contract, direct, or special orders.

### Special Orders

All contract & special orders require a 50% deposit (non-refundable) at the time of order, as well as a signed Special Order Form. Balance of the invoice should be paid in full, before the order can be released. Items must be delivered or picked up within 30 days of items having arrived at the warehouse or the order will incur a 2% weekly storage fee.

### Direct Orders

See Direct Container Terms for details. Cubic feet list may vary based on availability.

## Customer Service

Our customer service staff is here to assist you with any questions or concerns you may have. Call us toll free at 1.877.595.4634 and a customer service representative will be happy to assist you. Hours of operation are Mon-Fri 8:30 AM – 5:00 PM EST.

# FURNITURE PROGRAM

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Skyline Design is a global brand of luxury outdoor furniture with distribution in different continents and countries throughout the world. The North American headquarters and distribution center are located on the east coast in Miami, FL. Domestic warehouse stock for quick shipment is available for items in the Skyline Design Catalog. Daily inventory updates are available for download from our website.

Our wholesale program caters to the design and hospitality trade professional. A Skyline Design sales representative will qualify and help maintain the account status. A minimum opening order of \$2,500 is required to open an account.

Stocking dealer programs are also available for qualifying showrooms. A minimum opening floor sample order is required to qualify the account, which will be established and monitored by the Skyline Design sales representative in the territory. Floor samples order minimums range from \$2,500 to \$10,000.

The direct container program allows for a mix of products at the lowest price level offered. The Skyline Design factory offers 20ft, 40ft or 40ft HC containers with a production time of 90-120 days. Choices of Sunbrella fabrics are available for your cushions. Mixable Direct Container FOB Surabaya pricing is available through a Skyline Design sales representative, which will first qualify the account. All direct container orders will require a 50% deposit, with submission of the purchase order. For additional information, please refer to "Direct Container Terms".

Skyline Design stocks its current frames and cushions in South Florida as listed on the Skyline Design Catalog & MSRP Pricelist.

If your client or project requires a frame or weave color that is not stocked, most frames can be special ordered in another finish, with a delivered lead time of approximately 120 days. Contact your sales representative to confirm if the frame can be custom ordered in new desired weave finish, as well as upcharge specifications.

All stock cushions include polyurethane foam, Sunbrella fabric, and mesh bottom for air circulation and water drainage. Fabric changes and cushion upgrades are outsourced through a local company giving you a wide variety of options for your cushions. Reference the "Custom Cushion Program" for more information.