



# ORDER / QUOTE FORMS



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Feel free to make as many copies as you need for ordering or quoting.

## **Submitting multiple pages and multiple forms:**

Please be sure that your name and the name of your company appear on EACH page of EACH form and number each page (page 1 of 3, page 2 of 3, page 3 of 3, etc.) in the space provided at the top of each form. This will help us process your order or quote quickly.

Download PDF versions of these forms at our web site: [keystonewood.com/resources/order-forms-downloads](http://keystonewood.com/resources/order-forms-downloads)

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## **Terms & Conditions of Sale**

All sales by Keystone Wood Specialties Inc. (herein called Keystone) are subject to the following terms and conditions.

1. Keystone shall not be liable for any delay in performance or failure to perform if the delay or failure is caused by an event beyond its reasonable control.
2. Due to the custom nature of the orders placed with Keystone, shipping dates on invoices are only approximate shipping dates. While every effort will be made to meet a customer's delivery date, delivery on a specific day cannot be guaranteed.
3. Keystone retains a security interest in all goods shipped to customer until payment in full has been received.
4. Claims for shortages or damaged merchandise must be made within 10 days after merchandise is received. Repack damaged merchandise in ORIGINAL cartons and contact Keystone for instructions.
5. The customer shall notify Keystone immediately on receipt of any nonconforming goods, whereupon Keystone shall, at its option, either repair the goods, replace the goods, or give the customer a credit for the price of the goods. The customer's repair of goods without Keystone's express approval constitutes acceptance of the goods as if they were conforming, and Keystone is not liable for the expense of the repair.
6. Orders for custom made goods cannot be cancelled or changed after order is placed into production. Custom made goods cannot be returned. Other goods can be returned only at customer's expense and with Keystone's express approval. When goods are returned with such approval, Keystone will give the customer credit for the price of the goods less a restocking charge of 25%.
7. All orders are shipped prepaid by credit card unless approved for Open Account or C.O.D. Open Accounts are paid according to invoice terms. Deposits may be required for larger orders. Trade discounts are applied only to discountable products when orders are paid within 60 days. (See page 5 of the Price Catalog.)
8. When placing an order on COD, Open Account, or any other terms, customer agrees in addition to any other liability to pay Keystone on demand all costs and expenses (including reasonable attorney's fees and legal expenses) which may be incurred in the enforcement of customer's liabilities to Keystone.
9. The customer's remedies set out in these terms and conditions are the customer's exclusive remedies, and under no circumstances shall Keystone be liable for any labor claims or for any other special, incidental, or consequential damages arising out of goods or a delay in the delivery of goods.

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