

karen saks

Terms and Conditions

Hours of Operation

Monday – Thursday 9 – 5
Friday 9 – 4

Terms of Sale

*All orders are proforma. Any returned check will incur a \$25.00 service charge.
*SALES THAT ARE UNDER \$100.00 ARE SUBJECT TO AN ADDITIONAL \$5.00 HANDLING FEE.

Taking Rugs out on Approval

We must have a check or credit card number on file. If the rug is not returned in the allotted time, your credit card account will be charged.

Memo Returns

Memo samples are on loan only. Please return the memo's in a prompt manner so we may provide them for other designers.

Showroom Hanger Units & Wallpaper Books

These are not for loan and MUST REMAIN IN THE SHOWROOM AT ALL TIMES. In extreme cases, a showroom hanger unit or wallpaper book will be loaned out for 48 HOURS. If not returned your account will be charged.

Cuttings for approval & reserves

CFA's & Reserves are only held for a short time. The time frame starts the day you place the order, not the day you actually receive it. They may expire and a new order will need to be placed. We are not responsible for stock or dye lot of your CFA. WE ARE NOT RESPONSIBLE FOR CONTINUAL FOLLOW-UPS OF YOUR CFA'S & RESERVES.

CFA's are available for dye-lot confirmations for firm orders. Please do not use a CFA to reserve fabrics on a pending order. That is what reserves are for.

Returns

All returns must be authorized by showroom management. Merchandise cannot be returned after it has been cut. All merchandise must be inspected for flaws, correctness of color, pattern, quantity and quality upon arrival and before cutting. There will be a 35% RESTOCKING FEE, PLUS SHIPPING, on all goods returned due to overage, canceled orders or mistakes on your part. Returns over 30 days will be left to the discretion of Karen Saks. After 6 weeks, there will be no returns due to overage, canceled, or your mistakes. Credits associated with returns, cancellation, overpayment, etc. will be applied to your account. WE DO NOT ISSUE CASH, CHECK, OR CREDIT CARD REFUNDS. Credits on account can only be used on orders that are billed by Karen Saks Showroom...they cannot be used on direct acct orders.

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE

It is your responsibility to verify current pricing and availability. Each vendor may have different minimum yardage requirements and set yardage packaging increments. WALLPAPER MUST BE PURCHASED AS IT IS PACKAGED.

Direct Accounts

Karen Saks acts as an agent placing your orders on your behalf with your direct accounts, ie: Kravet, Schumacher, etc. However, Karen Saks does not issue invoices for those orders. Therefore, those invoices are not in our system to follow-up, track or provide. Also, it is up to the vendor's discretion whether or not to accept a return. Please understand how important it is that if you are using Karen Saks Showroom for sampling, to place your orders thru us so that we receive compensation for maintaining the showroom and for services provided.

Please sign your name and company name and return to our office for our records.

Date Signature

exclusively to the trade