



Rev 01/07/2019

January 2, 2019

### IN-STORE SPECIAL ORDER POLICY,

- A special-order product is any product that is a non-stock item or an item/product/service which needs to be manufactured, assembled, repaired or custom made such as a piece of bending work or a piece of eavestrough. Therefore, all shop work and eavestrough that is made is classified as a special order.
- **ALL** special orders **MUST** be **have a 50% DEPOSIT** including HST before they can be ordered. This applies to all Cash Sale orders and Cash Account Customers. There will be no deviation from this.
- Customers with in house charge accounts which are in good standing at time of placing the special order will be able to have their order placed without a deposit.
- Please note that you will have 30 days to pick up your special order after being notified it is in. If the special order has not been picked up within 30 days, it will automatically be invoiced to your in house charge account and will become due for payment. The only deviation from this is if we are supply your full project and you are not yet ready for the special-order products. If we are supplying the lumber, insulation, Drywall etc, you will be billed for your special orders at the time that you require them.
- **NO RETURNS** will be accepted or allowed on special order or non-stock merchandise. There is no deviation from this rule.
- Special order items and deposits are **NON-REFUNDABLE**.
- Special orders **CANNOT BE CANCELLED** once order is placed with our suppliers.
- We are not responsible for production delays or other unforeseen circumstances that delay delivery of any special order. We will provide an estimate of the lead time required for your item to arrive to the best of our ability; however, we cannot guarantee a lead time in any case.
- Customers will **have to sign** a special-order form / Quote confirming and accepting the item details / options for what they want ordered before the order will be placed. The only deviation from this is if we receive a completed purchase order copy or order form with the details of what is wanted, and the Order form / quote is signed by the customer.
- If special orders have not been picked up 180 days (6 months) from notification that they are in stock, any deposit will be forfeited and the items will be sold as odd stock.

Management

Alf Curtis Home Improvements Inc.