

## 2009Warranty

### Policies & Procedures

#### Order Placement

Fully completed purchase orders may be entered one of three ways:

1. **Online orders:** This is the preferred method of order entry. To obtain a username, password and instructions for the online system a dealer must email: [corp@polywoodinc.com](mailto:corp@polywoodinc.com) using the main dealer email address. Online orders are encouraged and orders are immediately put into the production schedule.

2. **Emailed orders:** orders may be emailed on company letter head with Poly-Wood account number to: [orders@polywoodinc.com](mailto:orders@polywoodinc.com). A dealer can expect an order confirmation within 1 business day. If confirmation is not received within 1 business day please contact sales support at (877) 457-3284 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com).

3. **Faxed orders:** orders may be faxed on company letter head with Poly-Wood account number to (574) 457-4723. A dealer can expect an order confirmation within 1 business day. If confirmation is not received within 1 business day please contact sales support at (877) 457-3284 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com).

**Order Process:** To expedite order processing and eliminate delays, please be sure to furnish complete information with regard to; (1) Poly-Wood account number (2) Complete part number (3) Description (4) Color

selection (5) Quantity (6) Purchase order number (7) Correct shipping information (8) Special instructions.

**Order Additions:** When an order is entered into our system a ship date is established. When an addition is

made to an order a new ship date will be established based on the addition date.

**Rush Orders:** Rush orders can be accepted for an additional 25% service charge for the order. A request for a

Rush order must be in writing, from a dealer accepting the additional charge.

**Acknowledgements:** Orders will be acknowledged to the dealer via fax transmittal or email, unless otherwise

arranged. Orders placed online will receive a confirmation email. If an acknowledgement is not received within

1 business day, please contact sales support at (877) 457-3284 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com).

Review all acknowledgements for order accuracy. Any discrepancies should be reported immediately to sales

support at (877) 457-3284 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com).

**Lead Times:** For updated Quick Ship Items please see our online ordering for each item.

Order lead times default to the item with the longest time.

Lead times are not stated on acknowledgements.

#### Custom Orders

Custom orders require a minimum scope of \$250,000 including engineering and design fees. A review of the

proposed piece must be approved by an authorized engineer of Poly-Wood, Inc.

#### Shipping

**Standard Shipping Procedure:** Poly-Wood will arrange best shipping methods. Freight costs are prepaid by

Poly-Wood and added to the invoice.

**Third Party Billing:** Dealers may specify carriers under the terms of Third Party Billing or freight collect. The

dealer must specify the carrier and provide the account number on each order.

**Split Shipments:** At any time prior to shipping, a customer may request a split-shipment, in which the in-stock

items on the order are shipped and the out-of-stock items are backordered. Requests for split-shipment must be

noted on the order or in writing from dealer.

ii

**Customer Pick Up:** A dealer or an end user may pick up an order at the manufacturing facility in Syracuse, IN if desired. Poly-Wood will notify the dealer when the order is ready for pick up. All orders must be picked up within 10 days after notification otherwise the order may be canceled.

### **Drop Ship Orders**

A dealer may request a direct shipment to their customer by providing the customer's address and phone number on the purchase order.

### **Freight Quotes**

Dealers may request a shipping quote on orders required to ship common carrier. These may be faxed to (574)

457-4723, or emailed to: [orders@polywoodinc.com](mailto:orders@polywoodinc.com). Please include the quantity, part number, city, zip code,

special services and if the shipment is being delivered to a commercial or residential address. All freight quotes

will be for quoting purposes only. All freight orders will be re-quoted at the time of shipment. Poly-Wood will not

be responsible for any extra freight costs incurred.

Poly-Wood will not be held responsible for any service charges requested by the consignee not stated on the

freight Bill of Lading. Any special charges must be noted on the original purchase order prior to shipment. It is

the dealer's responsibility to make sure the end user is advised to carefully read over all charges stated on the

Delivery Receipt before signing.

### **Pricing**

Price lists are provided when a dealer is established. Prices are subject to change without notice although we

make every effort to give a reasonable notice. New price lists will be distributed via US Postal Mail, fax or email

prior to effective date of price change. Maintaining a current email address and mailing address with the Sales

support team will ensure fastest receipt of pricing updates. Email and mailing address changes should be either

faxed to (574) 457-4723 or emailed to: [corp@polywoodinc.com](mailto:corp@polywoodinc.com).

### **Invoicing**

An invoice will be faxed or emailed, unless otherwise arranged and will be sent the same business day the order

ships. All shipped orders regardless of the terms will receive an invoice.

Poly-Wood requires dealer to submit a tax-exempt certificate to keep on file with the Account Manager at time of

account setup. Tax exemption or calculation is based on the billing address on file. For further information on tax

exemption status, please contact Poly-Wood's Sales support team at (877) 457-3284 or email:

[corp@polywoodinc.com](mailto:corp@polywoodinc.com).

### **Terms**

All orders are subject to pre-established credit terms and will be processed Prepaid or Credit Card until terms

are established. A Dealer Application must be completed, signed and approved by Poly-Wood management

before an account will be given terms. Standard terms are Net 30 Days, Credit Card (Visa or Master Card are

accepted), or Prepaid. A service charge of one and one-half percent (1-1/2%) per month, 18% per annum, will be added to invoices past due over thirty (30) days. Poly-Wood uses Dun and Bradstreet (DNBi) and references that are provided on the application (Poly-Wood requires four references to be supplied) to determine credit worthiness. Prepaid orders are put into production the day they are entered. Orders will not be shipped until receipt of funds. Payment for Prepay orders should be mailed to the address at the bottom of this document and received within 20 days of Poly-Wood's acknowledgement of the order. Prepaid orders can be paid by check or Credit Card (Visa or Master Card are accepted). Credit Card orders are put into production and the credit card will be authorized the day the order is entered. Credit Card information can be kept on file with Poly-Wood with preauthorization from dealer. Poly-Wood must have a Credit Card approval form signed by dealer to keep information on file. This authorization form can be provided to dealer by Poly-Wood or could have been submitted to Poly-Wood at the time the dealer filled out Poly-Wood's application. Credit Card information will not be kept on file unless a form is signed by the dealer.

iii

### **Cancellation/Changes**

Orders processed and placed on a truck for delivery cannot be cancelled without incurring a restocking fee and additional charges that may occur. Shipments refused/returned by a customer will be subject to a 20% restocking fee, plus the shipping cost for the refused/returned shipment. Refused/Returns must have a Poly-Wood RMA, without an RMA additional charges may occur. Special Order items are non-returnable and cannot be canceled. For Example: Cushions made with special order/non-stocked fabric are non returnable and cannot be cancelled once they are ordered. Please see price list for complete list of stocked and non-stocked fabrics. All Cancellations and Changes must be submitted in writing by faxing to (574) 457-4723 or emailed to: [orders@polywoodinc.com](mailto:orders@polywoodinc.com).

### **Returns**

Please contact sales support via fax at (574) 457-4723 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com) for Return Authorization (RMA number must be on the outside of the box when it is returned to Poly-Wood). Freight charges to return unwanted items are the responsibility of the customer. Items returned which are deemed to be re-saleable will be credited to the customer's account, less a 20% restocking fee and any freight charges that may occur the day the RMA is processed. If product is returned without preauthorization from Poly-Wood additional charges may occur and be deducted from credit. All returns must have a Poly-Wood RMA when it is returned to Poly-Wood.

### **Freight Claims**

Damages and shortages **must** be identified upon product delivery. Shortages are determined by comparing packing slip with actual product delivered. Damages of any kind, even suspected damage, should be noted on the Delivery Receipt even if it does not lead to a claim. Both the freight carrier and the customer must sign the

Delivery Receipt, indicating the product damage and/or shortage. Notify and fax a copy of the Delivery Receipt

(and any other requested info) immediately to the sales support team at (574) 457-4723 or email: [orders@polywoodinc.com](mailto:orders@polywoodinc.com) to insure proper handling of the freight claim and replacement material.

Notifications

reported more than 2 weeks after delivery may not be honored by freight carrier. It is the dealer's responsibility

to make sure the end customer is educated on proper Delivery Receipt procedures. Poly-Wood will not be held

responsible for damages/shortages that are not noted on Delivery Receipt.

It is the right of the dealer or dealer's customer to refuse a shipment or part of a shipment that is significantly

damaged by freight carrier. The refusal must be noted on the Delivery Receipt. The dealer should notify Poly-

Wood immediately of shipment refusal and fax a copy of the Delivery Receipt, if possible. An RMA is required

for refused shipments and returns of any kind to Poly-Wood.

### **Outdoor Leather Info**

Outdoor Leather, used on the cushions of our Deep Seating Collections, is made of Marine Vinyl Fabric. The

Outdoor Leather grade of Marine Vinyl is built to withstand moisture, hot sun and exposure to the elements. The

best way to care and clean your outdoor leather is to spot clean with cloth and water. Approved cleaners are

Vinyl Finish vinyl cleaner; dish soap such as Ivory or Dawn; Fantastik; or 303 Protectant. Cleaners not recommended are DC Plus, Formula 409, Murphy's Oil Soap, Simple Green, Armor All, Top Kote Sealant, Sonof-

a-Gun, Orange 88, Roll-off, Turtle Wax/Tar Remover, Bleach/Baking Soda, APCO or Harbor Mate. Poly-Wood warranties outdoor leather for workmanship defects for 1 year from date of purchase.

### **Cleaning/Maintenance**

Poly-Wood furniture is made of HDPE plastic resin that has been purified and UV protected. It is generally cared

for and cleaned with soap and warm water. For certain stains and additional cleaning power, a 1/3 bleach and

2/3 water solution can be used without affecting the color. Also, a popular method of cleaning is a high-pressure

power wash. (Not to exceed 1,500 psi.) The surface characteristics of the product may require the use of a soft

bristle brush to get into the creases.

iv

The hardware used in the assembly and construction of our furniture is a 300 series commercial grade stainless

steel that has an additional "Xylan" protective and cosmetic coating. Although the quality of the hardware has a

high level of corrosive resistance, the hardware can show some sign of corrosion, especially in salt air environments. A practical solution to these signs of corrosion would be to wash the product with soap and warm

water. Use a soft bristle brush to scrub the corroding areas of the hardware. Also, appliance touch up paint may

be used in the appropriate color to protect the hardware. Appliance touch up paint can be purchased at local

hardware stores.

## **Warranty**

Poly-Wood, Inc. warrants to the original purchaser for a period of five (5) years of residential use and one (1)

year for commercial use starting from the date of purchase. This warranty covers any defects in the manufacturing and workmanship of the furniture components. "Defects" is defined as imperfections that impair

the original function of the product. This warranty does not apply to normal wear and tear effects on the furniture, which are received by regular use of the furniture. Neither does it cover damage due to unauthorized

repairs or alterations, negligence, misuse or abuse, improper assembly and acts of God. This warranty does not

apply to the hardware used to assemble the furniture.

The original purchaser is responsible for providing sales support with the proper documentation needed to

determine a resourceful solution for the defect. Possible solutions are replacement or repair of the defective

furniture, replacement or repair of defective component, or authorization repairs by a third party.

The proper documentation required is by providing the proof of purchase with the original receipt and a written

explanation of how the defect occurred. Once the documentation has been received and evaluated, the customer will be notified of the solution. If the product is not returned within 60 days of date of purchase, the

customer is responsible for all shipping charges that may apply.

**Poly-Wood Cushion Warranty:** Poly-Wood, Inc. warrants to the original purchaser for a period of one (1)

year from date of purchase. This warranty does not apply to normal wear and tear effects on the cushions,

which are received by regular use of the cushions. Neither does it cover damage due to unauthorized repairs or

alterations, negligence, misuse or abuse, improper assembly and acts of God. This warranty covers any defects in the manufacturing and workmanship of the cushion.

Mail, Email, or fax the proper documentation.