



Terms & Conditions

Pricing: All pricing is USD only.

Stocked Products:

1. Acoustical Fulfillment accepts VISA, Mastercard, American Express, Discover, Apple Pay, checks, and ACH payment for stocked products.
2. NET30 terms are available subject to credit approval. Purchase orders for NET30 orders are required. The payment is due in full within 30 days from the invoice date. Credit cards not accepted for NET30 orders. C.O.D. is also not accepted.
3. For NET30 payments not received within 30 days of the invoice, a 1.75% monthly fee will incur.

Custom Orders:

4. Custom product quotes are valid for 90 days. Freight estimates are valid for 30 days.
5. All custom orders require a purchase order and a 50% downpayment to begin production. The remaining balance is due before shipment.
6. Payment for custom orders up to \$10,000 includes credit cards, checks, and ACH payment. Orders over \$10,000 must be paid via check or ACH payment. C.O.D. is not accepted.
7. All products and information on quotes and purchase orders are considered to be correct. Acoustical Fulfillment is not responsible for any costs incurred due to incorrect information supplied on a purchase order or RFQ.
8. Acoustical Fulfillment is not responsible or liable for any inaccuracies in customer supplied mechanical drawings or takeoffs. The purchaser is responsible for final verification that project specifications, product quantities, and sizes match our quote.

9. Estimated lead times provided along with our written estimates are subject to change. Actual lead times begin upon receipt of a formal purchase order and a 50% down payment. This lead time does not include transit time to the job site. While we work hard to meet or improve lead times, they cannot be guaranteed.

Shipping:

1. Freight estimates are quoted per order. We are happy to ship on your account.
2. Unless stated differently, all freight estimates assume the product is shipping to a commercial address with a loading dock or a forklift with no appointment necessary. If the order requires any special handling—liftgate, hand unload, inside delivery by driver, residential address, delivery appointment, or similar—we will requote freight before accepting the purchase order.
3. Changes to the ship-to address after the order ships will result in additional charges.

Shipping Delays and Damages:

Acoustical Fulfillment is not responsible or liable for shipping delays from the carrier or shipping damage by the carrier. If the shipment appears damaged upon receipt, please take pictures and do not sign for the delivery without writing “arrived damaged” on the receipt. Please notify us immediately.

Returns:

Acoustical Fulfillment will accept returns on eligible products with a return authorization number and a 20% restocking fee. The product must ship in as-new condition in original packaging within 30 days of the invoice. No returns accepted on custom orders.