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TERMS AND CONDITIONS

All terms and conditions, prices and specifications are subject to change without notice.

PRICES

Our price list reflects NET pricing to the design trade. Packing, freight and insurance charges are additional costs that must be added to the order.

Quotations are valid for 30 days from date of issue.

LEAD TIMES

Standard Product lead-times are 10 -12 weeks.

Custom Product lead-times are 12 -14 weeks.

ORDERS

All orders are received, acknowledged and invoiced by Chai Ming Studios. A 50% deposit, purchase order, receipt of COM and or COL, final finish selections and specifications are required to initiate orders into production. Prior to shipment, orders must be paid in full, including shipping, handling, packing, storage, applicable taxes and services charges that are included on the final balance due invoice. Final payment must be received and delivery arranged within 14 days of completion notification. If payment is not made, buyer agrees to pay storage charges assessed on the unpaid balance.

WARRANTY

Chai Ming Studios warrants its furniture to be free from defects in workmanship and materials. Product carries a one (1) year warranty. This warranty does not apply to damage or breakage resulting from misuse, accidents, abuse, neglect, mishandling or wear resulting from normal use. Defective product will be repaired or replaced at Chai Ming Studios discretion. This warranty does not cover defects in client's own material, fabric, leather or stone.

Many woods and metal finishes are applied by hand and may vary slightly in color, tone and character. Chai Ming Studios will make every effort to match a finish, however, no guarantee can be made of an exact match. Chai Ming Studios does not guarantee against fading and oxidizing. Variations in color and veining are inherent in stone, wood, and some leathers. All Chai Ming Studios furniture is handmade and is therefore subject to slight variation.

CANCELLATION POLICY

All products are made to order per customer's specifications. Orders are neither cancelable nor returnable. Changes in orders, returns, and cancellations require prior written approval from Chai Ming Studios. Such orders will be subject to change, cancellation or restocking fees up to 50% of the NET selling price. Custom orders are not cancelable after production commencement. Unauthorized returns will be refused and returned at the sender's expense.

SHIPPING

All prices are F.O.B. factory. Chai Ming Studios will arrange product shipments on behalf of the client unless the customer specifies alternative shipping arrangements. Customer pickup directly from our factories is not permitted, however, most pickups may be made from designated Chicago warehouses. There will be transfer fees charged for this direct pickup, dependent on the product and factory location to the designated warehouse. Our standard shipping policy includes our product blanket-wrapped. If you require crating or cartoning, please consult with our showroom.

DAMAGE/FREIGHT CLAIMS

Title of all product passes to customer upon delivery to the client's specified receiving warehouse, transportation company, or final destination. Thereupon title of product and risk of loss or damage shall be the customer's. Chai Ming Studios is not responsible for any damage during transit. Any claims by the customer against Chai Ming Studios or the freight carrier for shortage or damage must be made in writing within seventy-two (72) hours after receipt of shipment and be accompanied by the original transportation bill signed by the carrier noting that the carrier received the product in the conditions claimed. Returns require prior written authorization from Chai Ming Studios. Chai Ming Studios recommends that customers carefully inspect all items at time of delivery and note any damage on their original Bill of Lading. Original packing materials should be retained until the carrier and or client makes their complete on-site inspection.

EXCLUSIONS

All of Chai Ming Studios' drawings, descriptive matter, weights, dimensions, descriptions and illustrations contained in the collection, price list or advertisements are close approximations only and are intended to give a general description of the product and shall not form part of this agreement. All products are handmade, and therefore subject to slight variations. All sizes as indicated in the price list are within 1/2 inch variance. Chai Ming Studios recommends confirming details with your sales representative.

MATERIAL SPECIFICATION

Dimensions are given to the nearest 1/2 inch. As all pieces are handmade and assembled, measurements may vary slightly from those noted. If precise tolerances are required, please note these on your purchase order.

Many woods and metal finishes are applied by hand and may vary slightly in color, tone and character. This is not considered a defect. Finish samples are provided for general reference only and finished product may reflect the variations of natural materials. While Chai Ming Studios will make every effort to match a finish, no guarantee can be made of an exact match.

CUSTOM FINISHES

Custom Finishes are available upon request. A finish sample to match must be provided by the client. Custom CMS finish samples for approval are \$300 per finish. Product with custom finishes will require an additional up-charge and may increase the standard price and lead time. Custom finish prices are handled on a case-by-case basis.

UPHOLSTERY

The suitability of fabric or leather for any use is entirely at the discretion of the client.

Any specific instructions regarding the application of the material must be sent in writing and accompany the purchase order.

Chai Ming Studios reserves the right to refuse any COM/COL if it is determined that the material is not suitable for the intended purpose and our standards for quality cannot be met.

Upholstery orders are placed into production schedule upon receipt of COM/COL and receipt of complete information including finish specifications where applicable.

Yardage requirements are based on 54" wide plain material. If COM has a repeat and/or is less than 54 inches wide, additional yardage or seaming may be required

Fabric is applied to an item vertically "off the bolt" unless otherwise specified to "railroad" laterally. On large chairs and sofas, some fabrics may be railroaded to avoid seams. Please indicate your preference to "railroad" the fabric or to upholster standard which may require additional seams.

Knit backing is required for all mid-to-light weight fabrics and silks for upholstery. Fabric backing is the client's responsibility prior to delivery to Chai Ming Studios. If in doubt, please send a minimum 6" x 6" swatch of your fabric for review to determine if backing is necessary.

There is a 10% up-charge for matching plaids, large stripes and patterns with more than 20 inch repeat as well as specialty fabrics.

COL square footage requirements are based upon full cow hides. If calf or half hides are specified, additional square footage or seaming may be required.

There is a 10% up-charge for leather on upholstered pieces.

SHIP ALL COM/COL TO:

Chai Ming Studios
Attn: COM/COL Receiving
360 W. Superior Street
Chicago, IL 60654

***All COM/COL must be clearly side-marked to include name of showroom, designer, client and name of specific product. COM/COL manufacture, fabric name/style and yardage must also be clearly marked.