

## Standard Product Terms and Conditions

**Type of Order:** This document applies to order of Standard Products only. For Volume and Custom orders, please see our Volume and Custom Terms and Conditions. For orders of Revelite products, please see our Revelite Terms and Conditions.

- Orders are classified as **Volume** when any single item has a quantity higher than 10 units or the total dollar amount of the order is above \$10,000, whichever comes first.
- Orders are classified as **Custom** when they involve any item not in our standard offering, or include any alterations to one of our standard products. This includes but is not limited to changes to materials, finishes, dimensions, specifications, etc.

**Pricing:** All orders are subject to price in effect at time order is placed. All prices do not include shipping, taxes or installation. Prices are subject to change without notice. All prices are in U.S. dollars.

**Availability:** Cerno does not guarantee the availability of any item and reserves the right to discontinue or change the technical specifications of its products at any time without notice.

**Expedited Orders:** Cerno works to ship all orders in a timely manner. However, Cerno reserves the right to charge an expediting fee of 10% of the net price when unusually short lead times are requested. Cerno will notify buyer before such fees are applied. Not all orders can be expedited and requests to expedite are evaluated on a case by case basis.

**Minimum Order:** There is no minimum order amount for established accounts.

**Lead Times:** Lead times stated on quotes are based on the date of inquiry and are subject to change. Lead times begin at the time of receipt of payment for orders requiring prepayment, or at the time of receipt of Purchase Order for orders not requiring prepayment.

**To Place an Order:** All orders must be received at our factory in writing. Orders may be emailed to sales@cernogroup.com, or mailed to: 22892 Glenwood Drive, Aliso Viejo, CA 92656. Verbal orders cannot be processed.

**Shipping:** Cerno does not grant freight allowance. All shipments will be made via carrier of our choice, unless instructed in writing to use a specific carrier. Crating charges will be included in price. All shipments are FOB Factory and Buyer will handle all claims for loss and/or damage with carrier. Various carriers have Special Service charges that they provide, these will be added when they occur and will be available for review upon request. We will exert every effort to ship orders complete and on time. If an order can be shipped partial, or early, please indicate that on the purchase order.

**Cancelations:** Verbal cancelations are not accepted. If a cancelation is necessary, a 10% cancelation fee will be applied. Standard product can be canceled up to the day of shipping. Cancelations within 1 business day of receipt of purchase order will not incur fee. Buyer is responsible for return shipping costs for orders that are canceled after their ship dates.

**Payment Terms:** All first time orders are prepaid. After first order, customers may apply for Net 30 terms through Cerno's credit application process. Please note that credit approval process takes time.

**Credit Card Payments:** For orders above \$2000 there is a 3% transaction fee on payments made with a credit card. We accept Visa, MasterCard, Discover, and American Express.

**Returns:** Returned goods require an RMA (Returned Merchandise Authorization) number. Please call 949-715-1534 or email [customerservice@cernogroup.com](mailto:customerservice@cernogroup.com), for a number and be sure it is clearly marked on the outside of the carton. Product must be returned in salable condition within thirty (30) days of receipt for credit to be issued. Buyer is responsible for all return shipping costs and bears the responsibility for any damage incurred during return shipping. There is a 25% restocking fee on all returns. Custom products or modified versions of standard items cannot be returned.

**Damaged Goods:** If an item is received that was damaged during shipment, a replacement will be sent only if the damage is reported within 72 hours of receiving the shipment, the original packaging is kept for inspection by the carrier, and photos are provided of the damage. Please call 949-715-1534 or email [customerservice@cernogroup.com](mailto:customerservice@cernogroup.com) to report any damage and Cerno will provide further instruction.

**Warranty:** Cerno warrants its products to be free of defects in workmanship for a period of two (2) year from date of purchase. Should a problem arise in a product during this period, the product will be repaired or replaced at our option. All costs to remove and/or reinstall at jobsite are the responsibility of the purchaser, as are all shipping charges. Cerno is not responsible for damages caused by improper installation, maintenance or operation. Any damage caused by repairing a Cerno product with parts not approved by Cerno will void warranty. Warranty does not cover wood or fabric fading due to negligence or excessive exposure to direct sunlight. Our warranty extends to the original purchaser only.

**Care and Maintenance:** All products should be cared for with instructions applicable to that product, failure to do so may void product warranty.

**Repair Service:** Cerno offers an in-house repair service for its standard products for the life of the product. Should a Cerno product be damaged for any reason, during or after the warranty period, it can be returned to the Cerno factory for repair. We will evaluate the damage and provide a quote to return the product to working condition. The customer is responsible for all shipping charges to and from the Cerno factory.