

ALL PRICES ARE F.O.B. LONDON/WINDSOR WAREHOUSES.

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

TERMS ARE NET THIRTY (30) DAYS TO ACCOUNTS APPROVED BY OUR CREDIT DEPARTMENT.

TWO PERCENT (1.5%) SERVICE CHARGES PER MONTH, (18% PER ANNUM) WILL BE CHARGED ON ALL OVERDUE ACCOUNTS. ALL INVOICES UNPAID AFTER SIXTY (60) DAYS WILL AUTOMATICALLY PLACE OPEN ORDERS ON HOLD AT THE POINT OF MANUFACTURE OR OUR WAREHOUSE.

SHIPMENTS TO DEALERS AWAITING CREDIT APPROVAL WILL BE MADE ON A C.O.D. BASIS.

ALL ORDERS ARE ACCEPTED SUBJECT TO STRIKE, FIRES, DELIVERY BY OUR SUPPLIERS, AND/OR ANY OTHER CONDITION BEYOND OUR CONTROL.

ALL MATERIALS ARE SOLD AT OUR WAREHOUSE AND WHETHER OR NOT WE PREPAY THE SHIPPING CHARGES. OUR RESPONSIBILITY CEASES WHEN WE OBTAIN A RECEIPT FROM THE CARRIERS AND THE SHIPMENT BECOMES THE PROPERTY OF THE BUYER.

THE CUSTOMER IS RESPONSIBLE FOR INSPECTION AND ACCEPTANCE OF MATERIALS ON ARRIVAL. NO CLAIMS WILL BE ACCEPTED BY ANYONE OTHER THAN THE ORIGINAL PURCHASER.

MERCHANDISE THAT HAD BEEN ORDERED AND CUT CANNOT BE CANCELED. ALL CUTS ARE FINAL.

SHADING IS INHERENT IN ALL CERAMIC AND MARBLE PRODUCTS. TILE SHOULD BE EXAMINED PRIOR TO INSTALLATION. NO CLAIMS FOR SHADING WILL BE ALLOWED AFTER INSTALLATION.

#### RETURNED MERCHANDISE

##### CERAMIC FLOOR AND WALL TILE AND RESILIENT TILES

1. NO PART CARTONS OF TILE WILL BE ACCEPTED FOR RETURN.
2. FULL FACTORY SEALED CARTONS OF CURRENT DYELOTS WILL BE ACCEPTED AT A 20% HANDLING CHARGE.
3. ALL SPECIAL ORDER ITEMS NOT STOCKED BY CENTURA LONDON, ARE NON RETURNABLE.
4. THERE WILL BE A MINIMUM RESTOCKING CHARGE OF \$20.00.
5. GOODS MUST BE RETURNED TO CENTURA WITHIN 30 DAYS OF PURCHASE.

##### CARPET AND SHEET VINYL

1. CUT LENGTH ORDERS ARE NON RETURNABLE
2. FULL ROLLS WILL BE ACCEPTED AT A 10% HANDLING CHARGE.
3. SPECIAL ORDERS FOR ITEMS NOT STOCKED BY CENTURA LONDON, ARE NON RETURNABLE.
4. A MINIMUM RESTOCKING CHARGES OF \$20.00 WILL BE APPLICABLE.

- GOODS MUST BE RETURNED WITHIN 30 DAYS OF PURCHASE.
- RETURNED GOODS WILL NOT BE ACCEPTED BY CENTURA LONDON WITHOUT A RETURN NUMBER.
- RETURN AUTHORIZATION WILL BE VOID AFTER 30 DAYS FROM DATE OF ISSUE IF GOODS ARE NOT RETURNED DURING THAT TIME.
- INVOICE NUMBER MUST ACCOMPANY RETURNED GOODS.

THE ABOVE TERMS AND CONDITIONS WILL BE STRICTLY ENFORCED BY MANAGEMENT OF CENTURA LONDON, AND ALL EMPLOYEES HAVE BEEN INSTRUCTED NOT TO DEVIATE FROM THE ABOVE PROCEDURES.

AS USUAL, CENTURA LONDON WILL CONTINUE TO SUPPLY EXACT REQUIREMENT TO ALL CUSTOMERS AT NO ADDITIONAL CHARGE.

### CLAIMS

ALL COMPLAINTS SHOULD BE FIRST INSPECTED BY THE DEALER.

CLAIMS WILL NOT BE CONSIDERED ON CARPET WHICH HAS BEEN CUT OR INSTALLED WITH VISIBLE DEFECTS.

MATERIALS SOLD AS SECONDS, CLEAR-OUTS, OR MILL RUN ARE NOT SUBJECT TO FURTHER DISCOUNTS OR CLAIMS.

MATTING, CRUSHING , SHADING, IMPROPER CLEANING, OR IMPROPER INSTALLATION, CANNOT BE CONSIDERED AS A REASON FOR ADJUSTMENT OR REPLACEMENT.

TUFT PULLING OR MISSING TUFTS WILL NOT BE CONSIDERED OTHER THAN ON THE BASIS OF REINSERTING TUFTS.

THE COMPANY'S LIABILITY FOR DEFECTIVE CARPET WILL BE LIMITED TO REPLACEMENT OF YARDAGE ONLY AND NO LABOUR CHARGES FOR REMOVAL OR INSTALLATION WILL BE ALLOWED.

IDENTICAL MATCHING OF COLOUR IN SUBSEQUENT DYE BATCHES IS NOT POSSIBLE AND NORMAL DIFFERENCE FROM ORIGINAL SAMPLES IS TO BE EXPECTED.

WE DO NOT GUARANTEE SIDE MATCHING ON ANY PATTERNED CARPETS. CARPETS SHOULD BE DRY-LAID AS A CHECK ON PATTERN RUN OUT.

CARPETS THAT ARE BEING CEMENTED DIRECTLY TO A FLOOR OR WALL, SHOULD BE CAREFULLY INSPECTED FOR FLAWS. CLAIMS FOR REPLACEMENT WILL NOT BE HONOURED AFTER THE CARPET HAS BEEN CUT AND INSTALLED.

## FREIGHT RATE:

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The following is a breakdown of Centura's freight rates:

ACCESSORIES            NO FREIGHT CHARGE

CARPET:                UNDER 100 S/Y - \$48 DROP CHARGE  
FOR EVERY YARD THEREAFTER - \$0.45 S/Y

VINYL                    \$0.25 per sy.

CERAMIC, LAMINATE, HARDWOOD, VCT - UP TO 300 LBS - \$48  
DROP CHARGE, FOR EVERY 100 LBS THEREAFTER, \$4.25 PER 100  
LBS.

Fuel surcharge is 20%.

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