

## Ordering and Shipping Terms

1. All Quotations are valid for 14 days unless otherwise discussed with your project manager.
2. Orders will be placed, once we receive a signed quotation and deposit.
3. Fabrication times are estimated. However, due to the nature of some products and availability of raw materials or manufacturing conditions related to production, we cannot be held liable for back charges and penalties incurred based on availabilities and estimated ship dates.
4. Once Katonah receives the order, all products undergo a quality inspection. All door hardware is assembled by door and location to correlate with hardware schedules and/or invoices. Cabinet hardware will be sorted and labeled by location if applicable.
5. All shipments from our facilities will be sent via UPS Ground. If you prefer another shipping method, please discuss with your project manager and we will try to accommodate you.
6. Expedited shipping charges will be paid by the customer.
7. International shipping and duties will be paid by the customer.
8. Quality is important to us. Please inspect your shipment within 72 hours of receipt and report any shortages or discrepancies.