

Sample Loan Policy

1. Sample period is for 2 weeks unless other arrangements have been discussed and approved.
2. Upon receipt of sample request, a project manager will send you a sample loan credit card form to fill out.
3. Samples must be returned in the same condition and properly wrapped to prevent damage during transit.
4. Client will be invoiced for samples that need to be special ordered.
5. The return shipping costs will be paid by the customer.
6. If after 2 weeks, Katonah Architectural Hardware has not received the samples, we have the right to charge the credit card on file or invoice you.
7. If samples are not returned or are received damaged, the credit card will be charged for the full retail value of the samples and an additional \$75 for each mount.
8. All Samples will be sent via UPS Ground unless otherwise arranged with your project manager.