

Terms and Conditions

Pictures and More Terms and Conditions 2010

CUSTOMER SERVICE POLICY

We take great pride in guaranteeing your satisfaction. If you have any questions, comments or concerns, please call us at 865-766-5170.

PRICE LIST

Prices are subject to change without notice.

ORDERING

All orders are acknowledged as soon as possible after placement. Please check your acknowledgements carefully for prices, shipping address, requested shipping dates and special instructions. Please notify us immediately if we are showing incorrect information.

PAYMENT AND TERMS

Opening orders must be pre-paid, unless applying for credit. Credit applications for net 30 terms require 2 weeks for processing. Orders will not be processed for production until payment arrangements have been finalized. We accept most major credit cards. There is a 1.5% charge per month added to past due accounts. A 3% service fee will be added to any orders that are paid by credit card after the term of the invoice.

LEAD TIME

All orders are manufactured on demand and shipped usually within 4-8 weeks of order placement. We will accommodate specific ship dates to the best of our ability as our production schedule permits. Please indicate a "must have by date" at the time of order placement.

SHIPPING

We will use our best judgment to choose both carrier and route unless specific instructions are provided at the time of order placement. We attempt to comply with reasonable special instructions and delivery requests as long as they do not conflict with our terms and conditions. Our products are all packed in 300 lbs. test boxes approved by our freight carriers. Larger orders of multiple boxes will be banded to skids for additional protection against damage.

FREIGHT CHARGES

Most orders are shipped by common carrier, F.O.B. Clinton, KY. Freight charges will be added to your invoice. All orders are billed at the freight rates quoted by our carriers. A freight surcharge may be added by our carriers for oversizes, long distance or remote locations. Any special freight charges, such as storage, residential delivery, interline service, lift back trucks and/or driver assistance will be billed by the freight carriers and added to the freight charge.

ORDER CHANGES AND CANCELED ORDERS

Any cancellation or change(s) to your order must be submitted in writing at least 3 weeks before the requested ship date. The customer will be charged a 25% restocking fee for any item(s) that are cancelled with less than 3 weeks notification. Any request for delivery postponement after the scheduled ship date may result in transfer of the order to storage at your expense and risk. Transfer to storage will be considered delivery for all purposes including invoicing and payment.

BACKORDERS

Occasionally, items are backordered due to supplier shortages. If you do not accept backorders, please request "ship complete" at the time you place your order.

RETURNS

Our Customer Service Department must approve any return. A 25% re-stocking charge applies to all returned merchandise.

All orders are guaranteed to your satisfaction. While damages are a rare occurrence, please inspect your shipment thoroughly upon arrival. **Please note any damages/shortages on the bill of lading before you sign for receipt of the shipment. Please keep original packaging as the freight company will inspect the packaging.** Pictures and More will file the freight claim. Any concealed or obvious damage and/or shortage must be reported to our Customer Service Department no later than 5 days after receipt. Once reported, we will provide you with additional instructions as to how we will rectify the situation. For damages, please save the original container until your customer service issue is satisfied.