

TERMS:

- All material is guaranteed to be as specified.
- All quotations and offers contained on the face hereof or to which this schedule is attached are made by the Supplier and all orders are accepted by the Supplier (where expressed or implied) only on condition that the terms and conditions of this contract shall apply.
- Price subject to a final choice and mutual agreement in respect of colours, materials and fabrics.

CONTRACT VARIATIONS:

- All obligations undertaken by the Supplier are set forth herein, and may not be varied except in writing signed by an authorised person in the company.

VAT:

- Unless otherwise noted, VAT is over and above the quoted price.

TERMS OF PAYMENT:

- For bespoke orders 50% deposit to accompany the official order with the final 50% payment due on advice from us that completed goods are ready for delivery. We cannot arrange a delivery date until the final payment has been received.
- For products only with no production time required 100% will be required at the time of placing the order.
- Delay in payment incurs interest at 2.0% per month.
- All rush fees on orders should be paid in full as well as the 50% initial payment.
- Past due accounts: Additional new orders will be 100% prepaid before shipping.

INSTALLATION AND APPROVAL:

- Unless otherwise noted, our quotation makes no allowance for installation labour, including receiving of deliveries, product storage or staging.
- All hardware to be supplied by Customer unless otherwise noted.
- Responsibility is solely on the Customer for all such onsite project work and management including verification of field dimensions and conditions.
- Acoufelt UK could use recommended installers which can be requested at the time of issuing the quote.
- In the event of installation, all work is to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate.
- Acoufelt UK can advise on types of adhesion.

SPECIFICATIONS:

- All measurements in this schedule are approximate.
- All quantity take-offs are the responsibility of the Customer even if performed by Acoufelt.
- All work will be carried out in accordance with specs and shop drawings, subject to deviation at our discretion.
- The Supplier reserves the right to change the materials used in manufacture to take advantage of any technical developments, improvements or modifications that the Supplier considers desirable.

SHOP DRAWINGS, IF APPLICABLE:

- If shop drawings are included in this project's scope, there is an allowance of up to two revisions for a total of three submittals.
- An hourly rate will be determined for design and engineering revisions.
- Customer approval will be required on all drawings via DocuSign before the order goes into production.

FINISHES:

- Colours, finishes and fabric's appearance may vary slightly from samples provided, due to the natural variations of materials.

SHIPPING:

- Please contact the Acoufelt Customer Care Team to confirm availability and lead times on products. Acoufelt does not guarantee the availability of any products without a PO from the customer.
- Any expediting of any order may be subject to a rush fee.
- Acoufelt will use its best discretion in selecting carriers for specific regions.
- Standard Acoufelt shipments will be sent without a liftgate. If this doesn't meet the delivery requirements, please notify the Acoufelt Customer Care Team. Acoufelt will accommodate the needs and preferences whenever possible.
- Upon receipt, inspect all freight carefully. Claims for lost or damaged freight must be noted by the driver on the delivery note at the time of delivery. Acoufelt shipment responsibility ceases after initial pickup and is not responsible for loss or damage caused during transit.

SHORTAGES AND DEFECTIVE PRODUCTS:

- Shortage claims will not be accepted unless the receiver sights 'short' on the delivery note before the truck leaves the site. Acoufelt must be notified within two working days of any shortages.
- When shortages are found please contact the Acoufelt Customer Care Team.
- Any defects or flaws found in any product must be reported to the Acoufelt Customer Care Team within five business days of receiving the product.

RETURNS:

- Any returns must be approved and reviewed by Acoufelt.
- Any approved returns must be made within 30 days of delivery and are subject to a 25% restocking fee.
- Any approved returns made after 30 days are subject to a 40% restocking fee.
- Custom orders are not available for return.

FORCE MAJEURE:

- Acoufelt shall not be responsible for any damages, fire, tornado, hurricane, flood, earthquake, delays, losses by carriers, accidents, lockouts, strikes or any other causes beyond its control.

CANCELLATION BY CUSTOMER:

- Orders accepted by Supplier cannot be countermanded, delivery deferred, or goods returned, except with written consent of Supplier and upon terms that reimburse and indemnify Supplier against all loss including cartage, bank charges, and other incidental expenses on any part of the order that is cancelled.

GENERAL:

In this interpretation of the contract "Supplier" means Acoufelt, the "Customer" means the person, firm or company to whom the quotation or invoice is addressed and "goods" means the goods specified on the quotation, invoice or proposal. Supplier reserves the right to use Customer name and Customer contact name, and project photographs and information for future campaigns.

I/We agree to the above Quote and Terms and Conditions:

Customer Signature:

Customer Name:

Position

Date: