

By submitting your information, you are agreeing to Haven Place USA's [Terms and Conditions](#) and by providing your email address, you are expressly giving consent to receive email from us.

If you have any questions concerning your account, please call our office at 844-742-2380 Monday to Friday, from 9am to 5pm PST.

## **Terms and Conditions**

### **PRICES**

All prices are net and do not include shipping and handling or taxes. Haven Place USA reserves the right to change prices without prior notice. Prices should be checked with our office prior to ordering.

### **TERMS**

Full payment, including shipping and any other miscellaneous itemized charges, is required prior to shipment unless payment terms such as a non-cancellable deposit of 50% is made and the 50% balance due is paid before shipment.

### **ORDERING**

A signed purchase order is essential and telephone orders must be confirmed in writing and sent to [orders@havenplaceusa.com](mailto:orders@havenplaceusa.com). The item number, product name and complete specification must be included in the order. Please specify cutting size required and please specify other requirements if applicable. A \$20 surcharge will apply to each product ordered in quantities less than the minimum where allowed. Orders are subject to acceptance with issuance of written order acknowledgments which are final and binding. All order acknowledgments will include an anticipated delivery date. Orders may only be changed prior to shipment by written request. All such requests are subject to Haven Place USA's ability to conform. Additional material, labor, administrative and/or other costs may be charged.

### **SHIPPING**

Complete shipping instructions as to carrier and routing should be included with the order. If no routing is specified (or if "best" routing is requested) Haven Place USA will select an appropriate carrier. All products are at purchaser's risk and Haven Place USA is not responsible for delays, failure of delivery, loss or damage in transit or storage.

As inventory levels can fluctuate due to allowances or shortages, Haven Place USA reserves the right to adjust cut size as necessary for surface coverings. Such circumstances may delay the release of goods for shipping. We reserve the right to make partial shipments as product is available. Invoices for such shipments are to be paid as they become due.

### **CANCELLATIONS**

Orders may not be canceled without the written consent of Haven Place USA. A cancellation charge of up to 25% of the total amount of the order may be applied. Orders requiring a deposit for which payment has been received are non-cancelable without forfeiture of entire deposit.

## **CLAIMS**

No claim may be made after a sample material or product has been cut or finished. Claims must be made in writing within 2 weeks from date of receipt of the product. Haven Place USA will not be responsible for any costs other than those billed by Haven Place USA.

## **RETURNS**

No product may be returned without Haven Place USA's prior written consent. Unauthorized returns will not be accepted. Mattresses, pillows, bedding and personal-sue lifestyle products whose packaging have been opened are not returnable. A handling charge of up to 25% of the net merchandise amount may be charged on all approved returns, which must have a Haven Place USA Return Goods Authorization form attached.

## **QUALITY**

Products are not guaranteed against fading, wearing, dimensional change or any other physical changes in appearance.

## **LIMITATIONS**

Haven Place USA offers product replacement for defective products. Proof of product defect must be submitted to [returns@havenplaceusa.com](mailto:returns@havenplaceusa.com). A written response to such claim shall be sent back in writing by Haven Place USA returns department within 3 days. Haven Place USA will not be responsible for any product variations that may be present in the product.

## **SAMPLES**

For surface coverings, memo samples are available on loan with a credit card guarantee and must be returned within 3 weeks or a charge of \$15 per sample will apply.

## **RESERVES**

Reserves are good for 3 days and may be placed on products in stock; no reserves against incoming stock will be accepted.

## **TESTING**

If testing information is required which is not contained herein, please contact our office.

## **CUSTOM**

Custom orders will be accepted at Haven Place USA's discretion if enough time and product availability are met.

## **ORDERS**

For custom orders, Haven Place USA will develop custom designs upon request or you may submit your designs to [customerservice@havenplaceusa.com](mailto:customerservice@havenplaceusa.com). Charges may apply depending on the extent of the design. All custom orders require a written purchase order and a non-refundable 50% deposit to begin production. All custom orders are subject to a maximum of 10% overage on the production run; adjustments will be made on the final invoice.

Custom orders may not be canceled or returned. Custom mattresses are sold by the piece, by bulk, and by container. (piece sizes vary according to the design). Each custom piece is priced lower if a container of the same piece is ordered. Haven Place USA's ability to produce a custom design once does not guarantee Haven Place USA's ability to produce it in the future, which should be considered when calculating stock. Please ask our office for additional information.

#### **DESIGNS**

All designs are copyrighted by and remain the sole property of the manufacturer or by the client.