



# Updated Furniture Wholesale

2125 Exchange Dr, TX 76011  
Order (817) 633-1110 | Fax: (817) 633-1111

## NEW ACCOUNT FORM ORDERING INFORMATION & TERMS

### Return Procedures:

We make every effort to accurately pull your orders and commit to quickly correcting any error that may occur.

1. NO returns allowed for items that have been used or assembled in the showroom or at consumers home. **(No exceptions)**
2. Have the following items ready:
  - a. Original packaging should accompany all returns.
  - b. Invoice number(s)
3. RMA number will be assign for each item return, repair or exchange at the PARTS department.
4. All items will be inspected at the warehouse locations.
5. Each claim is independently reviewed and processed according to the nature of the problem. We will not accept returned products under any circumstances after 60 days. All returns are subject to inspection.
6. All returns may be subject to a 15% restocking fee and return freight charges with the exception of defective products.

### Limited Warranty:

- Updated Furniture shall not be liable for any injury, loss or damage arising out of the use or inability to assemble any item sold by us. Our only obligation in lieu of all warranties expressed or implied is to replace any item proved to be defective.
- The user must determine the suitability of the product for its intended use for household use only, and assumes all risk in connection there with.
- Some items may **NOT** be exactly as shown in catalog or online.
- Prices are subject to change without notice.
- Policy may vary in different locations.

**Notes:** Account will be closed IF NO activities in 6 months

⇒ I have read and understood the above agreement



Customer's signature of Acknowledgement

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### New Account:

- All dealers must have current & valid resale tax permit to purchase from Updated Furniture; **(No exceptions)**
- Minimum order for the first four (4) orders;  
Note: See location manager for details.
- Cash only for the first four (4) orders on all new accounts;
- Cash & carry or pre-paid;
- All returns will be store credit.

### Self-Pickup:

- It is customer's responsibility to load all merchandise at the dock and secure their merchandise (**Updated Furniture is NOT responsible for loading or secure the merchandise**);

### Shipping Order:

- All regular ground shipment or LTL has minimum \$600 for carrier shipped order.
- Freight must be arranged and paid for by customer.
- All drop shipping will be subjected to a palletizing and handling fee.
- If the shipment is lost or damaged, you may file a claim. All claims must be initiated within 10 days of the mailing date by contacting the original carrier or freight company.

### Shortage:

- Claim of shortage of materials or products must be reported within 10 business days of receipt of the products/orders.
- A service/claim form must be completed in order to process your claim.
- Original packaging **MUST** accompany all returns.

### Damaged Goods:

- Once received or during self-pickup, we ask that you promptly inspect your order. Any damages to the cartons or packaging of your order that are visible upon receipt should be noted on the paperwork when signing for the self-pickup or delivery. All claims of visible and /or concealed damage (within the cartons) should be reported to Updated Furniture within 10 business days.