



Terms & Conditions

Price Quotes:

Prices quoted are good for 30 days unless noted otherwise. Shipping charges are estimated and will be billed on the final invoice.

Stock Orders:

Order Confirmation - A signed Order Confirmation or Purchase Order is required to initiate your order.

- Orders require a 100% deposit to initiate, unless other terms have been negotiated
- Balance is due 5 days prior to shipping to ensure the ship date
- Orders are subject to a \$500 minimum order

Design Fabrication Orders:

Drawing Approvals are required to proceed with an Order Acknowledgment for design projects. The Order Acknowledgment must be approved by the customer prior to scheduling the order for production. Once approved and the deposit is received, you will be provided with an anticipated ship date between 4-8 weeks from sign off.

- Orders require a 100% deposit to initiate, unless other terms have been negotiated
- Balance is due 5 days prior to shipping to ensure the ship date
- Orders are subject to a \$500 minimum order

Change Orders:

If additions or deletions are made to the original order, all instructions must be in writing or updated Purchase Order submitted. If the original schedule needs to be met once a change order is submitted, a premium may be charged.

Lead Times:

Lead time estimates are provided on the quotation and order confirmation. These are based on our best information at the time of the order and may be subject to change. Lead time begins upon receipt of the deposit and signed purchase order/order confirmation and spans the date of shipment from our facility.

Expedited Production:

If expedited production is requested, and Windfall is able to accommodate the request, a premium may be charged.

Material Storage:

WFL reserves the right, 7 days after notification of your completed order is ready to ship, to either ship the product to you, or tarp and store it outside our facility until you want it shipped. A storage fee will be incurred for orders held at our facility. Liability waiver is required.

Shipment:

All orders ship FOB Tumwater, WA. Customer is responsible for the off-loading of the material from the truck. If there are additional unloading resources needed such as a forklift, liftgate, or additional personnel, there will be an additional charge. If the delivery is to a limited access location such as a residence, there may also be additional charges. Customer is responsible for noting any shipping damage at the time of delivery on the Bill of Lading or Delivery Ticket before the carrier leaves the premises.

Returns:

Request for product returns is subject to the following

- Standard Products – 20% restocking fee plus shipping charges will apply
- Custom Products – No returns accepted on custom and design fabrication products. Exchange for another Windfall product may be possible with a restocking fee plus shipping charges for returned material. Return Material Authorization must be obtained.

Product Installation:

Windfall expects the customer to

- Properly inspect material prior to installation
- Properly acclimate material according to Windfall Acclimation & Installation Guidelines
- Use a licensed contractor for installation.