



R O D O L P H

### **Pricing, Fees, and Credit Terms**

- All prices are Designer NET and billed in United States Dollars.
- Fabric and shipping charges are subject to change without notice.
- Invoices will not include sales tax for locations outside the states of California and New York.
- Payment can be made by check, wire transfer; or by a major credit card. We do not accept credit card payments for discounted orders.
- Checks should be made out to RODOLPH, Inc. A check made out to our Representative may delay your order.
- Full payment, including shipping and other miscellaneous charges, is required prior to shipping unless open terms and a credit limit have been established.
- Any wire transfer and international documentation will incur an added service fee to cover these costs.

### **Ordering Requirements & Shipping Terms**

- Unless noted, fabrics are sold in ½ yard increments with a 2 yard minimum per fabric. A \$25 surcharge will apply for cuts under 2 yards per invoice. Less than 2 yard cuts are not available for Ship Codes E-H.
- A minimum invoice amount of \$125 is required per shipping location. If a \$25 cut surcharge applies, it will be considered part of the \$125 per invoice requirement.
- Product in stock may be reserved for 10 working days without a deposit.
- A FIRM order can be released to ship upon receipt of required payment, and confirmation in writing of any CFA or cut length signoff, as well as shipping instructions. A RODOLPH Order Acknowledgement takes precedent over a Representative's confirmation.
- When a RODOLPH backorder becomes available to ship, any outstanding balance or information required to release the shipment is due. In the event that these are delayed beyond a reasonable time period, deemed to be 20 days from the quoted available ship date, RODOLPH reserves the right to charge for storage, or release the fabric to another firm order. If released, RODOLPH will offer a new available ship date.
- Ship Codes "A-D3" (FOB Bohemia, NY) and Ship code "E" (FOB East Coast) normally ship within 2-4 business days. RODOLPH reserves the right to select an appropriate carrier.
- The use of an independent logistic contractor or a purchaser's freight forwarding account is not an available option for ship code "E".
- Ship Codes F-G-H are Euro-Stocked fabrics. Orders firm by Tuesday will normally ship from Bohemia NY within 10-15 business days.

- When utilizing RODOLPH fabric services for FR and Stain Resistant Finishes, a separate fee to drop ship to the finisher is charged. Thereafter, final shipping charges will be FOB the finisher's location.
- Quoted delivery dates are approximate; RODOLPH shall not be responsible for any delay or failure in performance for any cause beyond RODOLPH's control (including but not limited to labor difficulties, failure or delay of sources to supply, transportation difficulties, accidents, fires, acts of God) or any event which interferes with RODOLPH's normal business operations.

### **Cancellations, Returns, Refunds and Credit on Account Policy**

- It is the purchaser's responsibility to attach a cutting to a work order that is drop shipped to a finisher / fabricator. Immediate inspection is highly recommended to offer all parties a reasonable period to meet any time sensitive deadline.
- Best efforts and a reasonable period of time must be made available to correct any issue concerning mis-shipped, lost, damaged, or erroneously shipped fabric/item. In the event that another selection is necessary Rodolph shall be given the first opportunity to replace the product with goods that meets the appearance and performance of the original selection.
- No merchandise can be returned without prior authorization. All return requests must be filed in writing within 10 business days from receipt of goods.
- Returned fabrics must be uncut and in original condition. Presumed flaws should be tagged only at the selvage, preferably with a colored thread. Fabric with chalk marks or tape used to note flaws will not be accepted for return credit. Rodolph cannot be held responsible for damage due to the appearance of improper storage.
- RODOLPH is not responsible for any claims regarding fabric that has been processed, including but not limited to cutting, steam, heat, use of chemicals, gluing, and backing or otherwise.
- RODOLPH is not responsible for labor and processing costs incurred by workrooms or finishers.
- Up to 10% overage will be shipped and charged on all SPECIAL and CUSTOM orders. If color matching is critical, the customer must submit a control sample at the time the written order is placed. Utilizing its best efforts, RODOLPH will endeavor to match the control sample to within commercial standards.
- In the event that a request is made for reimbursement, your payment may be reduced by a 3.5% to cover initial credit card costs. Shipping costs and sales tax are not reimbursed. A 25% restocking fee will be charged for returned fabric shipped from existing stock. A 50% restocking fee will apply for orders that result in an overstocked situation. Cuts of less than 6 yards will not be accepted for return unless fabric is determined to be flawed.
- No cancellations or refunds are available when orders include the term "NC/NR". A deposit constitutes acceptance of this term and condition.
- Rodolph reserves the right to reduce a restocking fee and maintain the credit balance on account for canceled fabrics.
- Overpayments of \$30 or less are held as a Credit on Account.

### **Quality Limitations**

- Rodolph maintains strict inspection procedures to ensure that fabrics fall within commercial standards. Our customer service will recommend a cutting-for-approval (CFA) only in the case when it is deemed that the current stock may vary from the sample received. This will be noted on your Rodolph confirmation and requires a written response or waiver by the customer.
- We clearly mark the “face” side of our fabrics prior to shipping. It is client responsibility to ensure proper workroom application.
- RODOLPH carefully inspects all goods before shipment. Certain hand-made products are by nature irregular. Natural fibers may include slubs, along with variations in texture and color; these do not constitute flaws.
- All weights and dimensions are approximate. Side matching on handmade textiles and certain other geometric prints or woven fabric may not be exact.
- Our fabrics are not guaranteed against fading, wearing, dimensional change or any other physical changes in appearance, including, but not limited to, shrinkage due to cleaning, steaming, or sun exposure.
- RODOLPH does not guarantee its fabrics for any particular use. Appropriate application is the responsibility of the customer. Questions regarding application should be directed to Customer Service before purchase.