

# COMPANY POLICY

*Please Read Carefully Before Placing Orders*

## PLACING ORDERS:

- All orders may be placed by phone: 305-256-2986, fax: 305-256-8278 or e-mail: orders@supremeseatcovers.com. Our office hours are Monday through Friday 8:00 a.m. to 5:30 p.m. Fax and e-mail orders accepted 24 hours a day, 7 days a week. Purchase Orders or some form of reference number must accompany order to help avoid duplicate orders. At time of order a confirmation number will be issued and will be your only proof of order. Fax and e-mail orders will be replied to and given confirmation. This confirmation number will also be required should it be necessary to inquire as to the status of an order in a quick and efficient manner.
- **Due to the custom nature of our product, most orders are non-returnable. "Standard Orders"** are front sets only in factory colors with silk-screened logos in either light grey/silver or black.
- Conveyance time on Standard Orders will be between three (3) to twelve (12) working days.
- Rush orders will be charged an additional \$15.00 when requested. This fee covers our production process only, not any form of expedited delivery, unless these are also stipulated which charges will apply to purchaser.

## SPECIAL ORDERS:

- **SPECIAL ORDERS ARE NON-RETURNABLE!!! NO EXCEPTIONS!**
- **"Special Orders"** include Rear seatcover sets, embroidered logos, no-logos, custom logos and non-factory colors.
- Custom logos silk-screened in colors such as red, green, yellow or any other color other than the normally stocked colors of light grey/silver or black.
- Embroidered logos must be specified in either "block" or "script" letters and is available in choice of colors for an additional charge of \$40.00 per set for up to 20 letters. Each additional letter is \$1.00 extra.
- Conveyance time on "Special Orders" will be between ten (10) to twelve (12) working days.

## TERMS:

- Terms are relative to volume. Companies purchasing less than Two Hundred Dollars (\$200.00) per month will be on COD and/or Net 10 and must keep a company or personal credit card on file. **These customers will not be receiving a monthly statement, rather must pay invoices upon receipt or no later than 10 days after receipt.** Customers violating their terms will be changed to COD ONLY at their expense. Companies purchasing over Two Hundred Dollars (\$200.00) may also be required to maintain a credit card on file but may be allowed up to 30 days for payment upon receipt of monthly Statement.

## SHIPPING:

- All orders will be shipped F.O.B. Miami, FL weekly via UPS Ground Service to businesses only.
- Rush Orders, Drop Shipments, Residential Shipments or any other special shipping requests will be charged accordingly.

## RETURNS:

- **NO RETURNS ON "SPECIAL ORDERS" AT ANY TIME. NO EXCEPTIONS!!**
- In order to return merchandise for any reason, a Return Goods Authorization Number (RMA #) must be obtained. This RMA# must be visible on the outside of the box and the original or copy of Invoice must be provided – RMA copy will be included with Call Tag when applicable. If the returned item is deemed defective, we will gladly replace or credit the merchandise, however, shipping charges are not covered under our warranty. Sales Return will be issued immediately and copy forwarded directly to accounting department. These credits will accordingly appear on the following month's Statement and then and only then should they be taken.

## WARRANTY:

- Our seatcovers are warranted to be free of defects in material and workmanship for a full 90 days. Covers should be properly installed per the instruction sheet that is provided in each package. Improper installation may create unnecessary strain on areas of the seat. Care should be taken when sitting in your vehicle and when washing. Turn covers inside-out for wash and dry cycles.

**SUPREME SEAT COVERS, 12105 SW 129<sup>th</sup> CT., Bays 10 & 11, MIAMI, FL. 33186  
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