



LION'S WOOD BANQUET FURNITURE

502 South Mount Street, Baltimore, MD 21223



443-763-3620



Info@lwbanquetfurniture.com



www.lwbanquetfurniture.com

POLICIES & PROCEDURES



Pricing

All Lion's Wood Banquet Furniture quotes are valid for (30) days and List Prices are subject to change without notice. Lion's Wood is only licensed to collect Maryland Sales Tax.

Purchase Orders

Orders can be received by email (orders@LWbanquetfurniture.com) or by fax at 443-213-1484. If you do not have a purchase order, we ask that you sign, date, and forward a copy of your proposal/quote as acceptance of your order.

Terms

A deposit of 50% is required on all orders. All orders must be paid in full before shipment, unless terms have been established. Terms are not available on first-time orders. If you wish to apply for credit terms, please email ap@LWbanquetfurniture.com.

Lead Times

Lead times only begin once customer approval drawings have been signed and the order deposit has been received.

Shipping

Lion's Wood contracts with reliable 3rd party LTL (less than truckload) as well as DTL (dedicated truckload) carriers. For local deliveries in the Mid-Atlantic, Lion's Wood uses its own delivery vehicles. All products are shipped in a crate, pallet or skid. Crating charges will be incurred on all orders, even if 3rd party shipments are coordinated. Origination of all products is FOB Baltimore, MD, USA.

Due to fluctuating shipping costs, all freight quotes will be determined at the time of shipment. We always recommend dedicated truck shipments for all orders. Please specify additional requests such as a liftgate or white glove delivery service, as these incur extra fees.

ALL PRODUCTS PROUDLY DESIGNED AND MANUFACTURED IN BALTIMORE, MD, USA



Returns, Cancellations, and Storage

Lion's Wood products are all made-to-order, so we do not accept returns. If an order is canceled, deposits are non-refundable.

Storage fees may be applied to all orders that exceed 30 days on our factory floor without final payment. The charge assessed is 5% of the project value minus the freight and crating charges and will be recurring until the final payment is made.

Payments

Payments can be made by check, wire transfer, or credit card. There is a 3.5% surcharge assessed on all credit card transactions. International orders are only payable by wire transfer.

Design Expectations

LION'S WOOD BANQUET FURNITURE RESERVES THE RIGHT OF DESIGN IMPROVEMENT OR MODIFICATION, AS WARRANTED. MANY REGIONAL, STATE AND LOCAL CODES EXIST AND IT IS THE RESPONSIBILITY OF THE OWNER AND INSTALLER TO COMPLY WITH THESE CODES. IF YOUR PROJECT INCLUDES A LOGO, YOU EXPRESS THAT YOU HAVE BEEN APPROVED TO DISTRIBUTE AND HAVE GRANTED US PERMISSION TO INCLUDE THESE PROPRIETARY IMAGES ON YOUR PROJECT. FOR ALL WOOD BASED PROJECT, VEINING, COLOR AND WOOD GRAINING DIFFERENCES SHOULD BE EXPECTED.

Thank you for choosing Lion's Wood!

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