

PARTS POLICY

1 – New Product

New Product Spec Sheets are provided by the buyers to the vendor for completion. Included within the Spec Sheet is a request for a photo of the group listing the available parts along with the vendor's part number. The first shipment of the new group is to include starter parts for the set. i.e. legs, handles, hardware as listed on the purchase order placed by the Associate Buyer.

2 – Ongoing

DOMESTIC VENDORS

Domestic vendors should fulfill our parts purchase orders within 14 days not to exceed 30 days of receipt of the purchase order.

FOREIGN VENDORS

Parts that are stocked within the U.S. should fulfill our parts purchase orders within 14 days not to exceed 30 days of receipt of the purchase order.

Non Cut n Sewn parts that are only available overseas need to be set up with stock at our DC and replenished as needed. Non Cut & Sewn would include hardware, motors, mechanisms for motion, cup holders etc.

Cut n Sewn parts should be shipped on the next container to ensure receipt within 60 days of the purchase order date.

3 – Purchase Orders

Our parts purchase orders are set up on an automated program and do not include additional detail information for the ordered part. Due to time and cost constraints we are unable to provide original purchase order numbers, dates, serial numbers or pictures.

4 – Shipping

Unless the part is being shipped direct to the customer address all parts should be sent to our distribution center labeled with the purchase order number and part number. All shipments should include a packing list in English.

5 – Return of Defective Parts

Due to time and cost constraints we are not able to return defective parts to the vendor.

GET IT
ALL!