

* UE = Urban Effect | Alice = Alice Cabinetry | Other Items & Services = Countertops, Pre-made Vanities (Dawn, Duravit), Fixture & Plumbing, Hardware, Handles, Storage Systems, Lightings, Sinks, Toilets)

| PAYMENT | |
|---|---|
| Demetra Cabinetry | <=\$5,000 : Paid in full >\$5,000: 50% deposit or \$5,000 whichever is greater |
| Urban Effect (UE) Alice | Paid in full |
| Other Items, Service,* Countertop Installation | Paid in full |

| ITEM CHANGE AND ORDER CANCELLATION | | |
|------------------------------------|---|---|
| | Before Finalization | After Finalization |
| Item Change | Changes is allowed | Demetra/UE*: No Changes Allowed Alice* & Others: 30% Restocking Fee on OCA |
| Cancellation | <p>All cabinet Lines:</p> <ul style="list-style-type: none"> ● Cancellation is allowed with 30% charge of Original Contracted Amount (OCA); ● Retainer fee (if applied) will be credited in a form of Demetra coupon with 1 year of expiration period. ● Credit Transfer to another cabinet project: 10% charge of OCA. Transfer must be made within 1 year, or original order is consider cancelled and subject to cancellation policy! <p>Other Items &Service*: No cancellation fee if order hasn't been processed.</p> | <p>All Cabinet Lines: No Cancellation, No Refund Other Items &Service*: 30% Restocking Fee Countertop Installation:</p> <ul style="list-style-type: none"> ● 30% charge of OCA for labour ; ● Material is NOT cancellable; ● Material must be picked up within 30 calendar days, or material will be disposed |

| ITEM RETURN & EXCHANGE AFTER PICKUP OR DELIVERY | | |
|---|--|-----------------------|
| Made-to-order Cabinets (Demetra/UE) | No Return, No exchange | Initial X_____ |
| Stock Cabinets (Alice) | 30% Restocking Fee. Items must be returned in original packaging in sellable condition within 30days upon pickup/delivery date. | |
| Other Products | 30% Restocking Fee. ● Items must be returned in original packaging in sellable condition within 30days upon pickup/delivery date or 60 days from order date whichever is sooner. ● No return, No exchange, No cancellation if using Demetra voucher or coupon credit on purchases. | |

LIABILITY WAIVER & CLAIMS

LIABILITY WAIVER: You have accepted the terms of Demetra's Liability Waiver as attached. (Cabinet orders only) URL: https://docs.wixstatic.com/ugd/657f0d_e77b338cba1749c1b0d1b95bd9797ad8.pdf (See QR code) →



CLAIMS:

- Any claim must be made within **48 hours**. **DO NOT INSTALL!**
- **Claim form** must be filled out with photo(s) attached, and **submitted to support@demetracabinetry.com within 48 hours upon receipt.**
- Claim will be acknowledged upon receipt and Demetra will initiate a review & investigation to determine a course of action.

| LEAD TIME * | | | | | | | | | |
|---|-----------|-----------|----------------|----------------|------------------|-------------------------|----------------|----------------|-------------------------------|
| (*Lead time will vary depending on capacity of Demetra & our suppliers) | | | | | | | | | |
| | Demetra | | UE | Alice | * Other Products | Countertop Installation | | | |
| | Kitchen | Vanity | Kitchen Vanity | Kitchen Vanity | | Pre-Fab | | Custom | |
| | | | | | | Template | Install | Template | Install |
| Standard | 4-7 weeks | 3-5 weeks | 5-6 weeks | 1-2 weeks | 3-10 bus. days | Not Required | 7-10 bus. days | 5-10 bus. days | 5-15 bus. days after template |
| Rush Order Option* | 2-3 weeks | 1 week | Not Offered | Not offered | Not Offered | Not Offered | | | |

Rush Order:

- Rush fee: \$150 or 10% whichever is greater of the invoice value.
- Rush Order must be paid in full.
- Acceptance of rush order is subject to capacity and availability of materials

ORDER PICKUP AND DELIVERY

IMPORTANT!

- You will receive a PICKUP or DELIVERY SCHEDULE notice once your order is ready for PICKUP or DELIVERY. **DO NOT arrange pickup before you get our email notice!**
- Order must be paid in full before PICKUP/DELIVERY!
- Please bring receipt or email notice to our warehouse for pickup. **Pickup is prohibited without these proofs. (Pickup time)**

STORAGE FEE: Due to limited space and possible damage during storage, Demetra will only offer 5 business days of free storage for your built order. After 5 business days your order will start incurring storage fees.

| | Business days (Free storage) | Fee occurs after |
|----------------|------------------------------|-------------------------|
| Cabinets | 5 | \$1 per cabinet per day |
| Other Products | 10 | 5% of Contracted amount |

DELIVERY *: Offers every Tuesday only; Delivery request acceptance cut-off by Friday at 4pm.

| | <= 20 Miles | >20, <=50 Miles | >50 miles |
|--------------|---|--------------------------------------|-------------|
| Mileage | | | |
| Delivery Fee | \$200 ~ \$350 as specified in delivery contract | Upcharge \$50 per additional 5 miles | Not offered |

- Exclude Santa Cruz and Boulder Creek;
- 4 hours delivery window will be given the day before scheduled delivery;
- Delivery Contract must be signed off with delivery fee paid prior to the delivery.

PRICE VALIDATION & PROTECTION

PRICE VALIDATION: Prices on sales contract are good for **ONE YEAR** from the date of original invoice.

PRICE PROTECTION: Demetra Cabinetry offers price protection on request if you find that the current promotion is better than the offer at which you made your original deposit.

- Price protection can only be adjusted once and must be done at order finalization.
- After finalization, price adjustments are NOT permitted.

*** DEMETRA RESERVES THE RIGHTS TO AMEND THE TERMS & CONDITIONS WITH 30 BUSINESS DAYS NOTICE *** | *** DEMETRA RESERVES THE RIGHTS TO REFUSE SERVICE OR CANCEL ORDERS AT ANY TIME ***

SIGNATURE: _____ PRINT NAME: _____ INVOICE# _____ DATE: _____