



351 Hanlan Road Unit 7-11
 Woodbridge, ON L4L 3T1
 Tel: 905-851-0010
 Fax: 905-851-0037

ACCOUNT SET UP FORM

Company Name: _____

Contact Name: _____

Company Address: _____

City, Province, Postal Code _____

Retail Store Location _____

(if different from above): _____

Retail Business Hours: _____

Telephone: _____

Fax: _____

Email: _____

Vendor # (IRS# for US clients): _____

Show Room Size: _____

Type of Business:

<input type="checkbox"/>	Retailer	<input type="checkbox"/>	Contractor	<input type="checkbox"/>	Architect
<input type="checkbox"/>	Designer	<input type="checkbox"/>	Online Shop	<input type="checkbox"/>	Rental
<input type="checkbox"/>	Wholesale	<input type="checkbox"/>	Other		

If other, please specify _____

How would you like to receive your order confirmation:

<input type="checkbox"/>	Email	<input type="checkbox"/>	Fax	<input type="checkbox"/>	Mail
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How would you like to receive your invoice:

<input type="checkbox"/>	Email	<input type="checkbox"/>	Fax	<input type="checkbox"/>	Mail
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Payment Method:

<input type="checkbox"/>	Visa	<input type="checkbox"/>	Mastercard	<input type="checkbox"/>	Cheques
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Shipping Method

<input type="checkbox"/>	Pick Up	<input type="checkbox"/>	Delivery	<input type="checkbox"/>	Carrier
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If Carrier, please specify _____

Receiving Facility

<input type="checkbox"/>	tailgate needed	<input type="checkbox"/>	Phone before delivery	<input type="checkbox"/>	Back Loading Door
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How did you hear about us:

<input type="checkbox"/>	Trade Show	<input type="checkbox"/>	Internet	<input type="checkbox"/>	Magazine
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<input type="checkbox"/>	Referral	<input type="checkbox"/>	Other		
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If other, please specify _____

TERMS AND CONDITIONS

Elite Living Terms & Conditions

New dealers: download our [account set up form](#) and fax back to us at **905-851-0037** or email to email@eliteliving.ca. We will contact you within 48 business hours after receipt of completed form.

Types of Accounts: All accounts are subject to approval.

Stocking Dealer: Retailer with a retail showroom where our merchandise is displayed. Minimum opening order is \$2000 and dealer must purchase a minimum of \$10,000 per year.

Trade: Retailers, interior designer, architect or other resellers. No minimum order required.

Pricing: All prices are subject to change without notice.

Orders Placements: All purchase orders can be sent via email email@eliteliving.ca or fax: **905-851-0037**, we do not accept phone orders. Prices and available inventory are subject to change until receipt of deposit of the order. Hold is available for maximum of 48 hours.

Order confirmations will be sent out by email within 48 hours of order receipt

To arrange a pick-up from our Warehouse, please call or email to schedule a pick-up time

Stock Availability: Although we try to keep as much stock as we can, it is hard to keep in stock all the products at all times. Please contact us by phone **(905) 851-0010** or email email@eliteliving.ca for stock availability.

Payment Method:

We accept Visa, MasterCard, and Debit Card, which is processed within 24 hours of order placement.

There is a 5-7 business day hold placed on all cheques received. Merchandise cannot be shipped without payment.

For credit card payment, please download and complete our **Credit Card Authorization Form** and email back to accounting@eliteliving.ca or fax to **905-851-0037**.

Shipments:

All sales are ex-work Woodbridge. Routing instructions must be specified on the purchase order or Elite Living will ship at its own discretion and shipping charges will be added to your invoice.

Elite Living is NOT responsible for loss or damage or non delivery of merchandise in transit. It is the customer's responsibility to inspect shipments upon receipt and indicate any damages on both driver's and your copy of the bill of lading and report to our office within 48 hours.

If a shipment is refused for any reason, all freight charges, both outbound and inbound, plus a 25% restocking charge will be billed to the dealer.

NOTE: Please inspect shipments upon delivery and note any damaged or missing items on the bill of lading at the time of delivery and file claims with the carrier.

Claims

Claims must be filed within 14 days of receipt of merchandise.

To file a Claim, customers must complete elite living **Service Request Form**, and email to email@eliteliving.ca along with product picture representing the reason for claim.

Elite Living reserves the right to request return of defective parts being claimed.

Returns

No returns shall be accepted without approval.

25% restocking charge will be applied to returned orders except for items with manufacturing defects.

Credit Memo will be applied to the buyers account. No Refunds will be issued.

Replacement of product will only be issued if repair of an item is not possible and / or replacement parts are not available.

Defected / Damaged products will be serviced by replacement parts. If parts are not available or the item is deemed un-repairable, Elite Living will exchange the product.

Credit for defected items is only issued if replacement item is not available.

Please be aware that furniture is highly susceptible to damage during transit. We take great care to pack shipments so that they will arrive safely, so be sure to retain the original packing materials, original receipt and all merchandise tags for any item that you wish to return to us. You may have to provide supplementary packing materials if the outer carton has been worn during the original trip out to you. For non-fully assembled products, we will not accept return or exchange after product has been assembled.

Special Order Returns

Special orders cannot be returned or exchanged unless product is faulty or does not meet original order specifications.

Defected products will be serviced by replacement parts or required repair. If parts are not available or the item is deemed un-repairable, Elite Living will exchange the product.

Order cancellations prior to delivery, the original 30% deposit fee will be forfeited.

Warranty

Elite Living products are warranted to be free from manufacturing defects for a period of 12 months

This warranty covers the repair or replacement of any product that has a manufacturing or material defect that is not the result of normal wear and tear.

The warranty period commences from the date that goods are received for a period of 12 months.

NOTE: The term "defect" as it is used in this warranty is defined as a flaw or deficiency that may affect the use for which the product is intended. The warranty excludes any damage caused by the buyer; damages such as normal use (wear and tear), improper handling or assembly, alterations made to the product, temperature or weather conditions and loss of necessary parts including hardware, buttons, Velcro etc.

Colours: Elite Living is not responsible for orders placed separately where there may be slightly different in colour due to different batch orders received from our factory.

Colors: Elite Living is not responsible for orders placed at separate times; fabric dye lots, wood shades and stains may vary depending on different batches received from the manufacturer.

Wood: Wood furniture will have natural variation in grain and colour as well as inherent characteristics such as mineral streaks, pitch pockets, striping, and insect markings. These are NOT considered quality defects. Slight variations in appearance may result from normal expansion and contraction of wood as it responds to climatic changes in the home.

Glass: Minor scratches, small air bubbles, surface waviness, or lightly pitted areas occur naturally during glass manufacturing. These are NOT considered quality defects.

Fabric: Natural variations occur during fabric manufacturing and are NOT considered quality defects.

Leather: Leather has natural wrinkles, marks and scars. Variations in colour and texture are genuine and natural features of leather.

Marble: Natural stone is a product of nature and hence variation in color, pattern, texture and thickness are inherent over and above the specifications. Due to limitations in photography and on-screen reproduction, actual products and photographs may differ. Photographs and samples are only intended to represent the general characteristics of color and texture of the natural product. The Marble tables we carry are polished and sealed, however the sealer does wear down over time depending on how often the table is used. Customers may choose to reseal to prolong the lifespan of the surface.

Marble Disclaimer

Elite living is taking extra steps to ensure that all clients and end users receive the best quality Marble tops. Each Marble table top goes through an extensive quality check at our factory. Each piece is examined, photographed and numbered. All tops are packed individually with extensive wrapping and padding to ensure secure travel. Once the product arrives at our warehouse, it is again examined and properly stored.

Due to an increased amount of damages caused by improper shipping and handling once the product leaves our Warehouse, Elite Living is announcing a new policy to be implemented immediately.

Customers wishing to purchase a marble table larger than 36" must make their own shipping and pick-up arrangements from our Warehouse. We will assist in providing shipping contacts if you so require.

Defects / Damages covered by Elite Living

Uneven surface coverage

Discoloration

Defects / Damages NOT covered by Elite Living

Damage due to improper handling and assembly

Damage caused during shipping

Chips and cracks

Minor indentations

Stains from use

Signature

Date