

LEGACY CLASSIC FURNITURE/LC KIDS POLICY ON RETURNS AND ALLOWANCES

It is Legacy Classic's policy to be fair and reasonable in authorizing the return of defective merchandise or in the issuance of allowances when necessary. It should be noted, however, that since our product is made from wood, a certain amount of variation from piece to piece is to be expected and cannot be eliminated. We strive to maintain a quality standard, which is commensurate with the price. It is, however, part of the dealer's responsibility to do a certain amount of touch-up, cleaning, deluxing, and installation of replacement parts. Therefore, because of the procedures that must be followed by the dealer prior to delivering this product to the consumer (which are explained in detail in the "Special Notice" provided in subsequent pages contained in this price list), we do not recommend that the merchandise be delivered to the customer prepackaged as it comes from our factory. Please read this information carefully and distribute this notice to your staff as explained in the document.

Warranty Information

Legacy Classic warrants its products to be free of manufacturing defects for a period of one (1) year from the date of shipment (invoice) from Legacy Classic to the retailer. After a period of one (1) year, Legacy Classic will replace any defective merchandise at a cost to the retailer, providing the merchandise is still available. If a problem arises, it should be reported to the local sales representative or the factory office, at which time the local sales representatives will examine the defective merchandise and make recommendations to the factory office for resolution.

Legacy Classic designs and tests its product packaging to insure that it meets or exceeds furniture transport standards and recommendations. Therefore, damaged merchandise received by the dealer resulting from common carrier freight damage or common carrier concealed damage is the responsibility of the common carrier, and claims must be filed with the common carrier within ten (10) days. For this reason, it is recommended that dealers inspect merchandise promptly in order to avoid refusal of a claim. Legacy Classic will not accept or give credit for merchandise damaged by common carrier whether it is sent freight collect or pre-paid. Legacy Classic cannot be responsible for damage caused by a delivery service from the dealer to the consumer, the dealer's warehouse, or consumer abuse.

Under certain circumstances, allowances will be authorized by the Customer Service Department to cover local repair charges or to help dispose of defective items. Under no circumstances will allowance automatically be given when repairs have been made prior to a salesrep's inspection and company authorization.

Our general policy is not to return merchandise to the company. In unusual circumstances (for example, if Legacy wishes to review a defect problem) we will request a return. However, no returns will be accepted without prior authorization by phone, mail/email, or fax from our Customer Service Department. If merchandise is returned without authorization, no credit will be issued for the returned merchandise, and any freight costs will be the responsibility of the retailer. All merchandise authorized for return will be replaced or repaired at the company's discretion. Under no circumstances can merchandise be returned solely for credit. **THE MERCHANDISE MUST BE RETURNED TO THE ADDRESS SPECIFIED BY LEGACY. (See the letter of Authorization for that address.) RETURNS SENT TO THE WRONG LOCATION, CAUSING EXCESSIVE FREIGHT CHARGES, WILL BE CHARGED BACK TO THE CUSTOMER.**

All returns must be properly cartoned and protected against further damage, and only properly cartoned and packaged merchandise will be accepted for return or replacement. All component parts (such as leaves, pedestals, legs, hardware, cushions, glass, etc.) must also be returned, or the value of all components not returned will be deducted from the credit to be issued. Merchandise returned with additional damages (other than originally authorized) caused by improper protection and packaging will not be credited.

Conditions of Sale

NO CANCELLATION WILL BE ACCEPTED UNLESS IT IS RECEIVED AND ACKNOWLEDGED by our Customer Service Department, and a cancellation number has been assigned prior to loading. This number must be referred to as a confirmation of cancellation. Unless reference is made to the cancellation number, we will assume no cancellation was ever received by our office.

All shipments will be made by the most economical routing when not specified by the dealer. We will not be responsible for excess freight charges, except in the event that written shipping instructions from the dealer have been disregarded.

Orders placed for pick up by the customer's own truck will be accepted and prepared according to availability. Once a dealer has been notified that the merchandise is ready for pick up, it will be held only ten (10) days, after which time the order will be cancelled and the merchandise returned to our stock for sale to other customers.

ALL NC WHS. PRICES ARE F.O.B. LEGACY CLASSIC FURNITURE, High Point, NC, TERMS: NET 30 DAYS.

All DIRECT CONTAINER PRICES ARE F.O.B. THE FAR EAST FACTORY, TERMS: NET UPON RECEIPT OF INVOICE