

## 2023 GENERAL TERMS & CONDITIONS

### PRICING:

1. All pricing is net prices and are subject to change without notice.
2. Quotes will always be honored through to expiration date, unless otherwise specified.

### SHIPPING TERMS/POLICY:

1. Pedestal Support:
  - a. All pedestal supports orders of \$3,500 or more will include freight FREE of charge to any commercial address.
  - b. Residential addresses or jobsite addresses that requires specific unloading requirements such as a lift-gate will be subject to charges that are not covered by the FREE freight policy.
  - c. Pedestal supports are typically packaged in cardboard boxes on pallets.
2. Porcelain Tile Pavers:
  - a. All porcelain orders will be priced excluding freight. Freight will be shown as a separate charge.
  - b. Porcelain pavers are typically packaged in cardboard boxes on pallets.

### PAYMENT TERMS:

1. All payment terms are based on credit approval. Discounts do not apply on freight charges, unless specified otherwise on quote.

### RETURN POLICY:

1. Upon seeking to return a product, customer must first obtain a Formal Return Request (FRR) form from Cityscape. See FRR policy below.
2. No returns will be accepted after 45 days from the original ship date.
3. Up to 45 days from original ship date – 25% restocking fee.

### FORMAL RETURN REQUEST (FRR) POLICY:

1. If product is returned prior to completing the FRR form or without a FRR form, the returned product will be refused and returned to the shipper.
2. If FRR form is issued and approved and the product is not received by Cityscape within 15 days of the FRR approval date, the FRR will be voided, and return will not be accepted.
3. All returned products will be shipped to Cityscape at customer's expense.
4. All products being returned must be in full/complete units, in resalable condition, in original packaging, and free of any user defects. Any cost to repackage/recondition will be back charged to customer.

### MINIMUM ORDER REQUIREMENTS:

1. Minimum order requirement is \$25.00 USD