



**SUPERIOR
DESIGN
PRODUCTS**

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Workroom Terms & Conditions

Quotes & Orders

Orders and quote requests should be sent to us on SDP order forms which are available on our web site. Incomplete or missing order forms will result in a delay. Please provide any additional detail including drawings, pictures, or diagrams. When no information is provided, those items will default to SDP's standards. Any later changes or alterations due to lack of information will be charged at \$45 per hour net. If the job has been previously quoted, please let us know the quote number when you place the order. SDP provides pricing and yardage estimates as a service and will not be responsible for fabric shortages or overages on these estimates. Orders will not be placed into our production schedule until all information has been received.

Guarantees

Draperies are guaranteed only for three months from the date of invoice. All rework must be returned to us for adjustment within three months of the invoice date. If we are in error, alterations will be made at no charge only during that time period. We will not pay for alterations not made in our workroom.

Shipping Fabric To Us

Fabrics should be rolled on a tube so that they do not wrinkle in shipment. There is a pressing charge for fabric received wrinkled or folded. Please have the fabric company send you a cutting for approval. We are not responsible for treatments made from incorrectly drop-shipped or mislabeled fabrics. Fabric shipped to us must have the freight prepaid.

Delivery Times

Our lead times vary throughout the year, increasing during peak periods. Please call workroom Customer Service for a current time estimate. The lead time begins when we have a completed work order (all questions answered) and all fabrics & trims in our possession. We cannot commit to a specific delivery date unless we have a completed work order plus all fabrics and trims in our possession. While every attempt is made to complete jobs by promised dates, SDP is not responsible if a deadline is missed due to unforeseen circumstances.

Fabric Terms

- While every effort is made to inspect fabric upon receipt, SDP is not responsible for flawed fabrics or additional fabrication expense due to flaws. We will do our best to notify you about or work around flaws. However, we are not responsible for flaws which are not seen during fabrication.
- Some fabrics are not well suited for draperies and are extremely difficult to fabricate. Examples include casements, upholstery weight, faux suedes, and other unique fabrics. Surcharges may apply to work with these fabrics; please ask us to quote for these situations.
- SDP is not responsible for fabric's wear, natural behavior, stretchability or suitability to the fabrication or code requirements. These are the designer's responsibilities when choosing a given fabric. We reserve the right to charge extra for fabrics and trims (i.e.: beaded trim, leather, upholstery weight, etc.) which require additional labor.
- Please provide specific pattern placement information; if not provided SDP will use our best judgement.
- Please tell us whether you want the fabric railroaded or cut widths; if not provided we will use the fabric as shown on the manufacturer's web site.
- Some products require certain manufacturing processes that affect fabric suitability; refer to our workroom catalog for details.