

Please Read This Before Placing Your Order



✎ Use the order form or any sheet of paper. Be sure your order specifies SHIP TO information as well as BY WHOM THE ORDER IS PLACED if information is different.

✎ Select items and specify quantity, size(s) widths and heights of overall and exposed, catalog item number, price, metal choice, REF# if a custom order and any other pertinent information.

✎ Please note: All standard size Ready Punch® panels have at least 3/4" allowance for mounting purposes.

✎ Don't forget to enclose payment with order.

☎ For orders placed by telephone: We are open M-F 9-5 EST.

✎ Please fill out order form before calling to facilitate ordering process and to keep for your record.

✎ For Custom orders, you must first request a quote. We do **require** a written verification either by mail, fax or e-mail before work can begin.

✎ All prices listed in catalogs are subject to change without notice.

✎ Minor specifications on all items are subject to change without notice.

✎ As a matter of policy we now hold any order having a balance of \$1.00. To ensure prompt delivery, please compute charges correctly. If in doubt, please call for assistance and we will provide you with accurate information regarding your order.

Country Accents® has no control over the execution of your project. Therefore, we can not be held responsible for finished product or the spoiling of materials.

SHIPPING/ HANDLING CHARGES:

✎ All materials over 12 x 15 are subject to an extra charge for special packaging, handling, crating if necessary. Call for pricing.

✎ Large quantities of blank material may be subject to additional shipping charges according to size and weight of packages.

✎ Dimensional weight/girth for shipping UPS is 130" total size; anything larger must be shipped common carrier Pre paid.

✎ Shipping to Canada, and abroad: Please call, fax or mail or E-mail for shipping/postage rates to your location. All duties and taxes and/or brokerage fees incurred through customs is the consignees responsibility.

RETURNS:

✎ Please order carefully, as there are no returns on pierced panels or custom pierced tin panels. (Unless damaged in transit) or tools which have been used.

✎ Standard size blank material may be returned up to 7 days after receipt with pre approval. The reason for this is Tin is a perishable material (it can rust) and we have no control over the circumstances in which the material is stored.

✎ Undamaged goods- There is a 25 % restock fee for any acceptable returned merchandise.

✎ Please call for instructions on a return. You are responsible for cost and insurance on all returns.

✎ Please note- S/H charges are non-refundable.

DAMAGE CLAIMS:

All packages are fully insured.

✎ **Please open all shipments immediately and report any damage within 24 hours, or the next business day.**

✎ **If the package was shipped via UPS, contact their local customer service dept. immediately, so that they may come to pick up the package.**

✎ **Make certain you retain the original box and packing materials. Failure to do so may result in refusal of your claim.**

✎ **Please contact us of the problem in order to expedite your re-placement of the damaged goods.**

Our qualified customer service is eager to assist you with your order process!

Please call with ANY questions you may have regarding your order.

Monday-Friday, 9-5 EST • (570) 478-4127