

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, sizes (widths and heights of overall and exposed areas), 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 or more. 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 or 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 (prepaid.)

✍ Shipping to Canada and abroad: Please call, fax, mail or email for shipping/postage rates to your location.

All duties, 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. This is because 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 department 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 regarding the problem in order to expedite your replacement 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