



CLASSY GLASS INC  
 Timeless Tradition for a Modern World  
 12 Cougar Court  
 Waynesville, NC 28786  
 (877) 814-5404 (828) 452-2242

## SAMPLE ORDER AGREEMENT

**RANDOM SAMPLES:** Finished random samples are billed at EQP (subject to availability). Outbound and inbound shipping to be paid for by the customer. A full refund of the cost of the sample item will be credited to the customer if the sample is returned in perfect condition within 30 days of invoice date. Classy Glass, Inc. must be notified within 5 business days if the sample arrives damaged in any way. If damaged, all packing materials and original boxes must be retained. If packaging materials are discarded, this renders null and void our insurance agreement with the carriers. In such a case, the customer will be liable for payment.

**SPEC SAMPLES:** Pre-production spec samples will be billed at first column pricing. Outbound and inbound shipping will be paid for by the customer. All set-up and other incidental charges are applicable. If the spec sample results in a sales order, and there is a difference in the price paid for the spec sample and the price for the production piece, the difference will be credited back. Spec samples are non-refundable. For product damaged in shipment please see instructions under "Random Samples".

**BLANK SAMPLES:** Blank samples are billed at EQP for catalog items (subject to availability). Outbound and, if applicable, inbound freight will be paid for by the customer. The sample may be returned for a refund of the sample price, but must be returned within 30 days of invoice date and in perfect condition. Non-catalog items are non-refundable. Items under \$25.00 are non-refundable. All returned blank samples are subject to a 15% restocking fee. For product damaged in shipment please see instructions under "Random Samples".

Classy Glass, Inc. maintains a number of warehouse locations: West Coast, Central and East Coast. Inventories are different for each warehouse. Therefore 'ship time' and shipping costs will depend upon from which warehouse the products are being shipped. Please take this into consideration when requesting samples. Ground shipment from coast-to-coast is usually 5 business days. During peak seasons, such as Christmas, shipping services (UPS, FedEx etc) are less reliable. Please plan accordingly.

If multiple items are ordered, they may be sent from separate locations. Naturally, this would incur separate bills for each shipment.

Classy Glass, Inc. cannot and will not be held accountable once our products leave our hands. We cannot control the shipping companies. Therefore, Classy Glass, Inc. will not be held responsible for any late arrival of shipments. We recommend using a 'time buffer' so that even if the shipper were to be late, it would still get there in time. This is a recommendation not a guarantee.

I certify that I have been empowered by my company or firm to make sample requests. I also agree to pay all costs associated with these orders in harmony with this SAMPLE ORDER AGREEMENT.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Company

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

No 'sample requests' will be considered until the customer has agreed to this SAMPLE ORDER AGREEMENT. Once completed please fax to 828-452-2656.