



www.pridecabinets.com

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### **ABOUT US**

It's our goal at PRIDE CABINETS to have the best value, best quality and best service available for the prices and selections of merchandise offered.

We are an ISO9001-2000 certified factory. Strict quality control measures have been put in practice to cover all the procedures: from material sourcing, shaping, assembling and finishing, to testing and packaging of finished products as well as transporting. The technical indices of our cabinet products exceed all related national standards, including American and European's, on moisture content, abrasion resistance, heat resistance, structure stability, and formaldehyde release levels.

As a wholesale distributor, we specialize in high-quality and stylish cabinetry. We offer all wood construction, traditional, contemporary, and modern Ready-to-Assemble (RTA) cabinets, with the best quality per dollar value and affordability. Our trend catching research, design and manufacturing of new products offer the perfect palate of style, design, craftsmanship, quality, and delivery, capturing the essence of today's home.

### **COMPANY POLICIES**

**OFFICE HOURS:** Office and showroom hours are 09:00 AM to 5:00 PM Monday ~ Friday and 09:00 AM to 1:00 PM Saturday. Warehouse pick up & delivery hours are 8:00 AM to 5:00PM Monday ~ Saturday.

**Deposit:** All Orders over \$100(One Hundred US Dollar) requires 30% Non-Refundable Deposit before order been processed.

**TERMS:** Prepay for all special orders, Deposit and COD of remaining balance for all deliveries, and Cash Before Delivery (CBD) for the orders shipped via common carriers and expedited orders. All COD payments must be paid by cash, wire transfer, ACH, cashier check or money order. Please allow 5~7 business days for prepay company checks to clear in order to release shipment.

New business account's first 5 orders must be paid by Cash, Wire Transfer, ACH, Cashier Check or Money Order. The same will apply to accounts who presented a Non-Sufficient-Fund (NFS) check. We also accept credit card payment.



**Net 10 days upon factor approval only:** Initially, submit your credit term application form with at least three recent credit references, and \$50,000 line of credit from major US banks. Please allow 10 business days to process an application.

**RETURNED CHECK CHARGE:** For each incidence of a returned check, our company will assess a \$30 charge to the account.

**All orders are subject to PRIDE CABINETS' acceptance. PRIDE CABINETS sells its products through authorized retail outlets who add value to the end-use consumers by properly displaying and servicing our products.**

Your possession of the price list does not entitle you to purchasing or selling any or all of PRIDE CABINETS' products. Our standard terms and conditions of sale shall apply to all sales.

All information contained in this price book is based on the most current information available at the time of printing. Price and product specifications are subject to change without prior notification. PRIDE CABINETS reserves the right to discontinue any item(s) in this price book at any time without prior notice and to correct any errors or omissions in any of information found in this price book at any time without prior notice and to correct any errors or omissions in any of the information found in this price book without any obligations.

**EXPEDITED ORDER: All expedited order must be prepaid via Credit Card, Cashier Check, Money Order, ACH, Wire Transfer or Cash.** The time needed to fulfill an expedited order will be depended on the warehouse's availability. There may be an expedited charge (\$150) for the expedited order request.

**PICK-UPS:** To avoid long wait time on site, all pick-up orders must give 24 hours advance notice before arriving at our warehouse. This includes orders for regular pick-ups order, return, exchange, parts, etc...

**ORDER LEAD TIME:** All orders must be sent in via email, fax or instore to prevent human errors. We process all orders within 24 hours and the order will be available for pick up instantly for stocked item(s), or within a maximum of one (1) week for specially order and assembly order. We **DO NOT** back order unless specifically requested. Please kindly reorder.

**CHARGE BACK:** PRIDE CABINETS does not accept or honor arbitrary charge backs, claims, deductions or returns for any reason without our prior knowledge or agreement.

**RETURN AUTHORIZATION:** Once a Return Authorization is issued, it is valid for 14 days. Dealers can bring back the merchandise to PRIDE CABINETS for the return merchandise credit.

**RETURN:**

No merchandise return will be accepted without prior authorization. All returns must be in their original box unopened and undamaged.

No return will be accepted after 14 days of being delivered.

All return orders require providing original invoice. Refund will be conducted with 24 hours after original payment clears.

**Minimal 35% restocking fee** applies to undamaged warehouse assembled item(s).

**Minimal 20% restocking fee** applies to undamaged, unopened items with original boxes.

**Non-returnable:** Self-assembled merchandise, damaged merchandise, assembly, delivery, and service charges are not subject to return.

**DELIVERY AND PICK-UPS RELEASE:** It's buyer's responsibility to verify and inspect receiving items and conditions. By signing release form, we consider the full process is completed.

Buyer and/or his authorized buyer(s) **MUST** present at receiving location at scheduled time, in order for our driver to release item(s). Payment **MUST** be cleared before item(s) released. Fail to receiving order on scheduled time will result in extra delivery charge.

Delivery will be assigned to a 2 hours window. Scheduler will contact to confirm 24-48 hours before scheduled delivery, while driver will call before arrive.

**STANDARD ONE YEAR MANUFACTURER WARRANTY:**

All parts of cabinets are covered for 12 months against defective parts and materials. This includes wood, hardware and finish. The manufacturer will not pay for the labor to effect the repair. At no time will the manufacturer pay for packaging or shipping any product to and from the dealer or consumer.

**WARRANTY LIMITATIONS:**

This warranty does not include:

- Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade.
- Any condition resulting from incorrect or inadequate maintenance or care.
- Damaging resulting from misuse, abuse, negligence, accident or shipping damage.
- Dissatisfaction due to buyer's remorse.



- Normal wear and tear.
- Damages incurred during transportation.
- Damages incurred during assembling, installation or maintenance.
- Any used, previously displayed item.

**Claim Procedure:**

Claims for defective merchandise must be made within ONE year against invoice date. Claims for missing parts must be within 2 days after merchandise is received.

Any claim for defective merchandise must be packed in PRIDE CABINETS' original boxes.

We reserve the right to specify that items be returned to our warehouse for inspection or be inspected by our representative in the field.

Pictures are required to claim defective merchandise with a copy of the original invoice.

If the claim is justified, the item(s) or part(s) will be repaired or replaced. It is our policy to repair parts whenever possible.

This warranty gives you specific legal rights, and you may have other rights, which vary, from state to state.

This warranty is made SOLELY TO THE RETAILER and any requests must go through the retailer who sold the merchandise to the consumer. It is the retailer's responsibility to contact PRIDE CABINETS with any claim. We will not handle claims from consumers directly. All retailers should retain invoices for a minimum of one year for warranty purposes.

**DEALER CHARGES:**

**3% charge will be applied to the credit card payments.**