

# Terms, Polices & Conditions of Sales

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*Policies and conditions of sales will apply to all International Furniture Direct LLC (IFD) dealers. The purpose of these policies is to provide our dealers an equitable and fair treatment for the guidelines used to help resolve any questions regarding shipping, ordering and service.*

*Placement of an order assumes that these terms have been read, understood, and accepted.*

## SALES POLICIES

Sales are done only to registered furniture dealers with sales tax ID number approved by International Furniture Direct, LLC. We currently require all dealers to have an actual storefront and carry stock. Receiving dock is required for delivery of goods. Our products may only be offered online by our existing customers who have brick and mortar retail locations. IFD will not be adding any other Online Dealers than the existing ones at this moment.

## WARRANTY

IFD warrants that all its products will be free from MANUFACTURING DEFECTS and will either give credit or replace defective parts for a period of up to one (1) year from IFD's "invoice date" in accordance with the conditions below.

### Please note WARRANTY EXCEPTIONS

1. This warranty doesn't extend to loss or damages resulting from the handling of freight companies delivering our product to our customers - nor to damages occurring while in the hands of our customers or end consumers.  
*NOTE: Claims for these freight damages or shortages must be filed within 10 natural days of receipt of merchandise directly with the freight carrier.*
2. Any product modifications by dealer, consumer, or other parties not authorized by IFD
3. Sales of Discounted Floor Samples, Closeouts, Discontinued product or "AS IS" product
4. Minor variations or differences between floor samples or printed illustrations and the furniture delivered
5. Warranty covers only product for residential use only. It does not cover commercial, rental or industrial use. Furniture is for indoor use only
6. Dissatisfaction due to buyer's remorse
7. Normal wear and tear
8. Transportation, assembling, maintenance or accidental damage

## SERVICE POLICIES

All reports of legitimate factory defects must be issued promptly with:

1. Customer Number or Name
2. Order or Invoice Number
3. Brief explanation
4. Photographs