

## TERMS & CONDITIONS

Thank you for purchasing MODA Hardwood Flooring. Your purchase constitutes your agreement to follow these Terms and Conditions and to be bound by them. These Terms and Conditions may change and we reserve the right to update or modify these Terms and Conditions at any time without prior notice. Please note this sale is final and may not be canceled or returned.

Our shipping and processing charges are intended to compensate our company for the cost of processing your order, handling and packing the products you purchase and delivering them to you.

The balance due must be paid in full prior to shipping being scheduled. The balance is due within 10 days of your order being completed and ready to ship for both European and domestic orders. A storage rate minimum of \$100 per month will be collected for orders that have not shipped within 10 days of completion. The storage rate is 2% of the total order and is billed accordingly per month.

Upon delivery, wood flooring must be thoroughly inspected and the delivery receipt signed. In the rare event that your order arrives damaged, all issues must be clearly noted on the delivery slip in order to process a claim. When possible, take photos of all damaged material.

After delivery to job site, materials must be spread throughout the space in their original bundles and left to acclimate to the job site's environment for a minimum of one week. It is the responsibility of the purchaser to maintain the job site's environment as stated above.

Wood flooring requires a relative humidity of 35% to 55% for optimum performance. It is the purchaser's responsibility to maintain humidity level. Lack of or excessive humidity can cause wood floors to shrink (gaps), cup or crack.

Wood flooring is a creation of nature and, therefore, can have a great deal of variability in color, grain, texture, etc. Samples demonstrate general characteristics of a particular wood species. They are not intended to be a specific representation of every possible characteristic of any given wood type.

Wood flooring is affected by sunlight. Some woods darken; some will lighten which may be prevented by using window treatments.

Wood floors can dent. Fit furniture with felt pads. Always use protective sheeting when moving heavy furniture or appliances. Never roll or slide heavy objects directly on the floor. High heels and shoes with spikes or cleats can also dent wood floors.

Never wet mop a wood floor. Wet mopping can cause warping and cracking. You may damp mop a wood floor using a wood floor cleaner that is approved by MODA Hardwood Flooring.

This document shall be governed by and enforced in accordance with the laws of the State of Florida. Any action to enforce this document shall be brought in the federal or state courts in Palm Beach County, Florida and the client consents to the jurisdiction of such courts.

