



Flat Lands Supply

SPECIAL-ORDER POLICY

1220 E Jackson St
 Van Wert, OH 45891
 Tel: 419.238.1233
 Fax: 419.238.1317
 flatlandssupply.com

Rev 01/2019


Special-Order:

- An item not normally stocked in-store.
- An item that is made-to-order.
- A discontinued item or other item that we are able, upon request, to obtain from but not return to vendor and that we choose not to return to our stock.
- An item that we specify at the time of customer order as Special-Order. The item then falls under the Special-Order terms outlined in this policy.
- An item that may incur additional delivery charges.

Terms for Special-Order:

- **Are final sale and not eligible for return, refund, or exchange.**
- A 50% non-refundable deposit is required and can be paid by cash, check, Visa, MasterCard, Discover, or American Express.
- *Price & Transport Fees may only be an estimate and subject to change upon confirmation of item and transport costs with vendor.*
- Balance due on or before delivery.
- Subject to delivery fee from our store to customer.
- All transport costs are paid by customer.
- Customer has 3 calendar days after receipt of order to report any damage, defect, or flaw for consideration of replacement; contingent upon both our inspection and replacement terms determined by our vendor.

Please be sure that the special order being placed is correct.
Special-Orders are final sale and not eligible for return, refund, or exchange.

Description of item(s) ordered:		Estimated Item(s) Price: \$	Estimated Transport Cost: \$
		Estimated Total Cost: \$	50% Deposit: \$
		Estimated Balance Due by Delivery: \$	
		Type of Deposit Payment: Cash • Check • Visa • MC • Discover • AE	
Order Date:	Estimated Delivery Date:	 Customer understands the special-order terms outlined above and is compliant.	
Flat Lands Supply Representative:		Customer Signature:	

> FLS Rep: Make copy of completed and signed special-order form for customer.