



10999 Rocket Boulevard, Orlando, FL 32824
Phone (407) 578-2208 **Toll Free Phone (800) 729-0783 Fax (407) 578-6210 ** Toll Free Fax (888) 503-0979
www.homeelegance.com or www.snaimports.com

* * * COMPANY POLICIES * * *

WE OFFER

The best selling, highest quality products, at the lowest possible price & the most efficient service to all of our customers. Customer satisfaction is our No. 1 goal.

OPERATING HOURS

Front Office: 9:00 a.m. to 5:00 pm (Monday to Friday)
Warehouse: 9:00 a.m. to 4:30 pm (Monday to Friday)

NEW CUSTOMER POLICY

All new customers must submit their Tax ID Number prior to processing their first order. No customer accounts will be set up unless customer can agree to purchase a minimum of \$15,000 per year. Any accounts that do not meet this amount can be canceled at HOMELEGANCE' S discretion. The first order placed by new customers must exceed \$1,500 in order to be processed. All prices based on F.O.B. for our warehouse in Orlando, FL. Prices are subject to change without prior notification.

TERMS

Open accounts are available via approval from a factoring agency (i.e. CIT). For all will-call orders we either accept cash or check. There will be a \$35.00 charge for returned checks. Past due accounts will be subject to a service charge of 1.5% monthly.

FREIGHT

We work with various third party carriers that are able to offer discounts on freight rates (call or email for details).

SHIPPING ORDERS

All merchandise will ship out within 48 hours of customer order confirmation (subject to stock availability). Orders being shipped must meet minimum of \$800 per shipment or a \$50.00 service charge will be applied. No shipments will be held longer than one week. Certain temporarily out of stock items can be shipped at the customer's discretion through our associate warehouses; a minimum purchase of \$1000 per invoice is required and the customer will be responsible for all shipping costs.

WILL-CALL ORDERS

Orders must meet minimum of \$500.00 or a \$50.00 service charge will be applied. Orders must be sent 1 hour in advance before pickup. Pickups must be made prior to 4:30 p.m.

SPECIAL ORDERS:

Items placed as a special order must be pre-paid for in full and the order may not be canceled after it has been confirmed.

DAMAGED SHIPMENTS

Any claims for damaged or lost merchandise must be made against the freight carrier. All customers prior to signing the freight bill must count the number of boxes shipped and check that the boxes are in good condition. Any damaged boxes must be written on the freight bill and claims must be made to the freight company. Homeelegance by S&A Imports is not responsible for lost or damaged items during transportation.



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DEFECTIVE MERCHANDISE

Manufacturer defects or missing parts must be claimed within 60 days from the date of the Homelegance invoice. We will supply parts for defective merchandise within 4 - 6 weeks upon claim. Damaged items must be photographed and pictures must be e-mailed to parts@snaimports.com or mailed to our office. Upon receipt of photos, the claims department will evaluate and give further instructions. Please call for more information.

MERCHANDISE RETURNS

Returns are to be made in their original box with all components intact. Every return must have a Return Merchandise Authorization (RMA). Returned items without an RMA, will NOT be accepted. For non-defective items being returned or exchanged, there will be a 30% restocking fee applied at the company's discretion. Customer damaged products will not be allowed for return or exchange.

DIRECT IMPORT/SMART CONTAINER PROGRAMS

Volume buyers who want to buy Full or Mixed container shipments may contact our Orlando office or field representative.

Container Program Policies

1. All containers orders will be processed only when accompanied with a written confirmation by the customer.
2. All container prices are quoted FOB port of origin.
3. All container orders are subject to 30% deposit paid at confirmation.
4. All container orders are to be paid on invoice right after shipment, or at presentation of documents, which ever occurs sooner.
5. All container invoices paid outside the above terms will be assessed a 1.5% per month finance fee.
6. All containers are shipped net of brokerage fees. (The customer is responsible for all broker fees, and custom inspection charges if applied.)
7. All container orders for Chinese bedroom products and or any other products levied with Department of Commerce duties will be assessed the appropriate duties. In all cases these duties will be the responsibility of the customer to pay.
8. If a customer has a container of like goods on order and needs fill-in products for reasons they are responsible for (short ordered) they will be allowed to fill in from a regional warehouse at 10% above their usual landed price, FOB the shipping warehouse. That is, FOB port price + ocean / land bridge freight + 10% fill in charge + appropriate freight charges from the outbound warehouse (paid directly by customer).
9. Non-Domestic container orders from the United States to Islands or South/Central America requires to be paid in full in advance or have a letter of credit. The remaining balance must be paid in full within 7 days of the invoice date.
10. For customers who choose to use either a designated forwarder/ broker or if it is arranged by Homelegance by S&A Imports, all related charges would be the customer's responsibility. Any additional charges may include: per-diem, demurrage, overtime, re-location, re-routing and / or cancellations. Homelegance by S&A Imports will not be responsible for any of these charges.

Customer Code: _____

(Internal Use)



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DEALERSHIP APPLICATION

(This is NOT a credit application)

Dear Customer:

All required fields must be completed in order for the application to be processed. Please fill in the form and fax back to us along with the copy of a current Resale Tax Certificate. Thank you for your cooperation.

Company Name*: _____ **Resale Tax ID#*:** _____

D/B/A: _____ **Business Type*:** [] Individual [] Partnership [] Corporation

Business/Mailing Address*: **Address:** _____ **Suite:** _____

City: _____ **State:** _____ **Country:** _____ **Zip Code:** _____

Phone*: _____ **Fax*:** _____

Email: _____ **Website:** _____

General Information: **Owner/Principal's Name *:** _____ **Home Phone:** _____

Authorized Buyer/Contact Person*: _____ **Phone:** _____

Shipping Address (if different): **Address:** _____ **Phone:** _____

City: _____ **State:** _____ **Country:** _____ **Zip Code:** _____

Payment Method*: [] Cash/Check [] CIT* [] Wire Transfer

*If you already have an account with CIT, please provide us with the account number.

CIT Acct#: _____

A/P Contact Person*: _____ **Phone:** _____

I certify that the information in this application is correct.

I assume responsibility of payment for products purchased. I agree to the dealer terms as established by Homelegance by S&A Imports. I agree to pay court costs if the account is ever placed for collection.

Signature: _____ **Print Name:** _____ **Date:** _____

Thank you for considering Homelegance as one of your furniture suppliers.

We look forward to assisting all of your furniture needs. Please fax this application form to us after completion.



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Shipping Checklist

This checklist is for setting up new customers with custom procedures for shipping orders, so that the shipping experience goes without flaws or delays. Please answer the questions below, so that shipments can arrive on time, intact, with no delays.

Do you have the following at your receiving facility?

(Circle yes or no)

Yes No A Forklift

Yes No A Loading dock (truck height)

Yes No A Pallet jack

Yes No A Dock plate (to allow driving lifts onto truck trailers)

The following features are also available, at additional expense:

(Circle yes or no, as preferred)

Yes No Truck lift gate (will lower the pallet load to ground level)

Yes No Inside delivery (to first covered threshold)

Yes No Delivery appointment

Do you desire shipments to be shipped:

- A. Freight Collect (you pay the truck line for shipments through your own account with them) or
- B. Freight Prepaid (we ship using one of our preferred truck lines, and invoice you for freight charges)? (Check one below)

Freight Collect _____ Freight Prepaid _____

If Freight Collect is preferred, which truck line do you desire to use? _____

What are your receiving hours? _____

Thank you! Your team at Homelegance will be happy to assist you in ensuring that transactions go smoothly!