

**When ordering custom products and special finishes, the following conditions apply:**

- 1) Special finishes are a special order and are not returnable
- 2) Custom product alterations are a special order and are not returnable

This important information needs to be understood by the end user prior to the order being placed with Faucet Strommen.

**Combination Finishes**

If the products being ordered have combination finishes, you will need to sign the product specification sheet provided by the store with the colours of each component specified. This will then be sent through to Faucet Strommen along with the order. All orders will be confirmed back to the store via an email from Faucet Strommen which then “locks in” the order. Any requested changes after this point will not be possible. Please be aware of these conditions before the order is sent to Faucet Strommen

**Organic Finishes**

- Organic finishes will develop a patina over time
- Organic finish means it will tarnish, wear and oxidize over time
- Refer to the Faucet Strommen website for further details

**Lead-times**

It is extremely important to understand the lead-time when ordering custom or special finish products. Custom products and special finishes are handmade products unique to each customer. Therefore, you should be advised that although Faucet Strommen state the expected delivery date on the “Order Acknowledgement” sent to the store, trades should not be booked in until the products have arrived into store.

Whilst we make every effort to supply on the date specified, at times some products may not pass the quality inspection at the factory and may need to be reworked, delaying the delivery.

**In-Wall / Rough-In products needed urgently**

In the case where the in-wall bodies are needed to begin the project, make sure you advise the store so they can phone Faucet Strommen to confirm stock and also state this on the order. We endeavor to have all these items in stock to get the project started with the remainder of the order to be sent later.

Merchant Name.....	Suburb.....
Merchant order/quote Number.....	Contact Name.....
Customer Name.....	Customer Signature.....

***The signing of this document confirms you understand and agree with the above information and conditions***