



Terms & Conditions

Acknowledgments

Ghent sends an order acknowledgment email for each order. Please review for accuracy. It is the responsibility of the customer to contact Ghent Customer Service regarding any discrepancies. Acknowledgments include expected ship dates as well as order tracking information.

Payment

Ghent gladly accepts the following forms of payment: ACH, Checks, Visa, MasterCard, American Express, and Discover. If payment terms are agreed upon, a signed GMI credit application is required. Standard payment terms are net 30. A credit card processing fee of 1.5% will be assessed if this method of payment is chosen.

Deposits

Ghent reserves the right to require deposits. Deposits must be received before acceptance of any related order.

Cancellation Policy

Ghent endeavors to expedite all orders to customers as quickly as possible. Orders may be canceled within 24 hours from receipt of order. After 24 hours, standard orders can only be canceled with Ghent's consent. If a request for cancellation is made after one business day and production has already begun, the customer will be subject to a restocking fee and return freight charges if applicable.

Storage

We understand that project needs change and so do ship dates. If the customer needs to change the ship date and production has already started, storage fees will be assessed.

Freight

All products sold are FOB Factory and ship from Lebanon, Ohio 45036. Freight will be quoted and billed accordingly based on delivery to one customer address, shipped dock-to-dock to one location in the continental United States. Customer is responsible for all additional accessorial charges, which consist of, but are not limited to, residential/school delivery, liftgate, inside delivery, and re-delivery charges. In the unlikely event that damage occurs, this must be reported within 30 days of the invoice date.

There is no fee for Drop Ship. Standard freight terms apply.

Any shortage claim must be reported within 24 hours of shipment receipt. Any defects or errors must be claimed within seven (7) days after delivery.

Return Policy

We want our customers to be able to say, "That's Exactly What I Wanted" and we work hard to make that a reality. Ghent products are made to order (not stock) and therefore are not returnable, however a few higher volume SKUs may be returnable. A list of returnable items can be found [here](#). Any Ghent-authorized return must be received within 30 days from the date of invoice. All returns must be in re-saleable condition and the customer is responsible for the return freight and restocking fee.

Products may only be returned with written permission from Ghent. If permission is granted, a return authorization (RA) number must accompany the product. Returned products without an RA will not be accepted.

Warranty

All Ghent products are warranted to be free from manufacturer's defects. See Ghent's website for specific warranty and performance guarantees, www.ghent.com/warranties.

