

Ghent

terms and conditions

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.

Drop Ship

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

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 redelivery charges.

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 and custom orders cannot be canceled.

If a request for cancellation is made after the 24-hour time period, the customer may be subject to a 25% restocking fee and return freight charges.

Return Policy

Prior to a product being returned and credit issued, a return authorization number, that expires 30 days from the date issued, must be obtained from Customer Service. Return authorizations are not issued for merchandise after 90 days from date of invoice.

All returns must be in re-saleable condition, are subject to a 25% restocking fee and must be returned freight prepaid. Collect shipments are not accepted. Custom Orders, Color-specified orders, PDQ Boards, Renewal Series, Horizontal Slider Boards, and Headliner Enclosed Message Centers are non-returnable.

Merchandise Deductions

Customers have 60 days from invoice due date to make a deduction. Prior to making a deduction, all discrepancies must be reviewed with a Customer Service team member to obtain authorization for the deduction. All deductions require back-up documentation and contact information.

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