



WARRANTY & GENERAL INFORMATION

RESTAURANT SEATING SOURCE

23239 CALVERT ST.

WOODLAND HILLS, CA. 91367

818-884-3905

WWW.RESTAURANT-SEATING-SOURCE.COM

ORDERING & SHIPPING 2022

ORDER INFORMATION:

To order, please call us first with any questions (818-884-3905). When placing an order, we need all information in writing, product number or code, quantity, color of vinyl or fabric if necessary, finish of wood or metal, required height for seat or base if custom, size (for table tops) and other pertinent details. We will then calculate your total order plus shipping charges based on quantity, weight and shipping destination. For orders going to California, applicable sales tax will be applied (if you are not tax exempt).

PAYMENT/CREDIT:

New accounts are required to supply a credit application and agreement for open terms. Without credit, all accounts are to be considered Proforma. A 50% Deposit is required before processing an order. We only accept Company checks, Cashier's checks, MasterCard, Visa & American Express with a 3% convenience fee. We also accept checks via email when attached to our check authorization form & ACH transfers.

We require the balance prior to releasing your order.

QUOTES & PHONE/FAX/EMAIL ORDERS:

Written quotations are valid only for 30 days, unless extended in writing.

DELIVERY OR TRANSPORTATION:

Once production of your order is completed, delivery can be arranged. Delivery or transportation time is normally 2 to 10 business days, depending on the destination. Deliveries outside the lower 48 states will take longer. Please specify if the destination requires a lift gate. Additional charges will apply.

FOB

All prices are FOB from our factories / distribution centers. Customer should advise us on preferred shipping method or company. If no carrier is named, Restaurant Seating Source reserves the right to ship by any method deemed appropriate. Customer is responsible for the freight charges. All delivery dates are only estimates and orders that arrive later than the scheduled date are free from penalties. Delivery date is subject to stock availability and Restaurant Seating Source is not responsible for late delivery if there is an accident or other natural causes beyond our control.

CANCELLATION AND CHANGES:

Once Restaurant Seating Source receives an order, it is fully binding and not subject to cancellation or changes by the customer. In the rare case where Restaurant Seating Source approves a cancellation or change, the customer will be held responsible and liable for all costs incurred. All changes or cancellations must be in writing with Restaurant Seating Source written consent.

COMPLETE ORDERS:

Customers will be notified when pick-up orders are ready. Orders not shipped within 30 days of notification will be subject to storage and handling charges. If after 90 days the ordered items are not picked up, then Restaurant Seating Source reserves the right to sell the items for the outstanding balance. Deposits for items not picked up are non-refundable. Storage charges will apply against the deposit.

ONE-YEAR WARRANTY:

All items provided by Restaurant Seating Source, INC. are warranted to the customer for one year from the date of the original invoice. We provide one-year warranty on our products' workmanship with normal use and service. The warranty does not include upholstery materials. The warranty does not apply to any products that have been misused, neglected, vandalized, altered or repaired by any party other than Restaurant Seating Source. During this warranty period, Restaurant Seating Source sole obligation is to repair or replace products proven to be defective due to faulty workmanship and materials. Restaurant Seating Source will not be liable for any loss, damage, or injury to persons or property after the

products have been received. It is the customer's responsibility to check for concealed freight damage. If a carton is damaged, call the carrier for immediate inspection and do not unpack. After an inspection is made, file your claim with the carrier company. Any warranty not explicitly stated herein are excluded and disclaimed by Restaurant Seating Source. without any limitations.

RETURNS:

Returns are not allowed without prior written agreement with Restaurant Seating Source and are subject to 40% re-stocking fee. Cost of pick-up and re-delivery of the items is also at the customer's expense. Unauthorized returns will be refused and sent to the customer freight collect.

CLAIMS:

The carrier (freight or trucking company) is responsible for the safe delivery of goods. Therefore, all claims for loss, shortages or damage should be directed at the carrier. It is the customer's responsibility to check any damages or shortage on the carrier's bill of lading upon delivery. The customer is advised not to sign on the bill of lading if there is damage or shortage. If customer does sign the bill of lading, damage must be noted. It is the customer's responsibility to keep damaged cartons. Check the items first before signing. Once you sign and then report damage or shortage, the carrier might refuse to honor your claim. We will assist the customer in settling claims, but we are not responsible for damage in transit.

RETURNED CHECKS:

The customer will be charged an additional \$20 for any check given to Restaurant Seating Source and returned by the bank for any reason.

CLEANING INSTRUCTIONS:

Indoor furniture is built to be used in temperature and moisture controlled rooms, best in neutral conditions. Avoid placement that is in direct sunlight, near radiators, or by direct heat sources. Do not use indoor furniture outside.

Laminate Table Tops:

Use warm water and a mild detergent mixture to clean before and after each use

To remove stains, mix a mild cleaner with baking soda to form a paste. Use a stiff nylon bristle brush to scrub affected area

Illusion and Resin Table Tops:

Use warm water and a mild detergent mixture to clean before and after each use

To disguise scratches, try an all-purpose cleaner followed by a lemon furniture polish (we recommend spot-testing first)

Granite Table Tops:

Use warm water and a mild detergent mixture to clean before and after each use

To remove stains, use hydrogen peroxide (we recommend spot-testing first)

To remove water stains, use vinegar (we recommend spot-testing first)

Fabric/Upholstery:

Most upholstered commercial furniture is protected with a Stain Guard product, but if not, you can apply after purchase

Vacuum with an upholstery attachment (for added protection, use a window or other screen in between the nozzle and the fabric)

Blot spills up with a dry towel

Wood Finish:

Dust regularly with a soft cloth and wipe with the grain

Choose a polish designed for the finish and do not switch product brands, as a change could cause a cloudy appearance

Use a dry cloth to clean up spills immediately.

Clean with mild soap and water.

Leather:

Dust with a barely dampened cloth and slightly warm water.

Metal Finish:

Wipe metal parts with a cloth dampened with plain water

To remove dirt, gently brush the surface with a soft-bristled brush

To remove grease or more stubborn stains, use a mild soap and water

Outdoor furniture:

Mild soap and water.

Polywood:

Polywood is strong enough to be power washed.

Aluminum/Stainless Steel:

Most commercial aluminum/steel is rust-proof, but if not, a paste wax will help protect the surfaces

Wash with mild soap and water

Teak:

Oil teak every year to prevent it from turning gray (baby oil will work fine!)

Sand water marks with a light sandpaper

Illusion and Resin:

Spray off with a garden hose and let air dry

To remove scuffs, a very gentle abrasive cleaner is best

To remove mildew, spray a mixture of 1 C bleach, 2 C detergent, and 1 gallon of water on and let sit 30 minutes before scrubbing with a sponge; rinse and let air dry.