

HOW TO ORDER

Written orders are preferred; send via fax (815-756-9040) or email at info@oldworldmillworks.com. Phone orders may be placed as well. Our toll-free number is 877-653-9753. All orders will be confirmed with a written Order Confirmation sent via fax, email or U.S. Mail.

REVIEW THE ORDER CONFIRMATION AND CALL IMMEDIATELY IF ANY INFORMATION IS INCORRECT. WE ARE NOT RESPONSIBLE FOR ERRORS IF ITEMS ARE SHIPPED ACCORDING TO THE ORDER CONFIRMATION.

DEPOSITS

Deposits are required for ALL custom and off-species items, regardless of established credit terms. A deposit may or may not be refundable, depending on the production status of the order.

CANCELLING ORDERS

If an order is no longer needed, please contact Customer Service immediately. The production status of the order will determine whether or not we can cancel the order.

TERMS

Accounts with established credit are invoiced when the product is shipped, and payment is due within 30 days. Finance charges of 1-1/2% (18% per annum) will be assessed on invoices 60 days and older. A \$25.00 fee is charged for all returned checks. **Other accounts will be C.O.D.** We accept Visa, Mastercard, Discover and American Express for your convenience.



RETURNS

Some products may not be returnable, such as custom and special wood species items. Return authorization is required for qualified items within 60 days of purchase. **A 20% restocking fee will be applied to the items that qualify.** Shipping costs are the responsibility of customer. Items we purchase through other vendors are subject to the vendors' return policies and restocking fees, which may be stricter than ours. **Once a product has been altered or installed in any way, it is NOT RETURNABLE. Please inspect carefully before cutting, drilling, staining, painting, nailing or installing any of our products.**

OLD WORLD MILLWORKS

Div. of C. A. Larson & Sons, Inc.

Craftsmanship Since 1984

1085 N. Peace Rd. DeKalb, IL 60115

Toll-Free 877-653-9753 Fax 815-756-9040

www.oldworldmillworks.com June 2011

info@oldworldmillworks.com



SHIPPING INFORMATION

Shipping/freight costs are not included for any items; customers will be invoiced for these charges. **Shipping charges are not refundable, even for returns that are authorized.** Please inspect all packages carefully and call immediately if shipping damage has occurred. Any visible damage must be noted on the Bill of Lading at the time of delivery. Damages and shortages must be reported within 3 business days.

PRODUCT PACKAGING AND STORAGE

Our products are carefully packaged for shipment. Products must be properly stored to protect from extreme temperatures, rain, snow, etc. Items damaged due to improper storage or exposure to the elements are not returnable.

LINEAR PRODUCTS

Only rail and bending rail can be ordered in specified lengths. All other items sold by the lineal foot, such as landing tread, shoe rail, and other mouldings, are shipped in **RANDOM LENGTHS**. Some items and species may not be available in long lengths; check with Customer Service to verify before ordering. Random length shipments may vary by 5% more or less than the quantity ordered, and the invoice will represent the actual amount shipped. Also: products 6" or wider may be edge-glued. Contact Customer Service regarding specific products or wood species.

SET-UP FEES FOR LINEAR PRODUCTS

A Set-Up Fee of \$65 per profile will be added to all linear wood products ordered in quantities of less than 100 feet, with the following exceptions:

- * **No Set-Up Fee** for Standard Red Oak Stair Products, any quantity, from this Price List or from our Stair Parts Catalog.
- * **No Set-Up Fee** for any wood species of the following profiles: 6010/6016; 8200/8216R; 8500/8516R Rails/Bending Rails, and CV8095/CV8096 Cove Mouldings.

SET-UP FEES FOR TURNINGS WITH OPTIONS

A Set-Up Fee of \$65 per profile will be added for turnings with Fluted, Octagon, Twist or Rope Options. This fee will be in addition to the Special Option charge per piece, listed below:

	BALUSTERS	NEWELS
Fluted	\$ 5.50 ea.	\$ 6.50 ea.
Octagon	\$ 6.00 ea.	\$ 7.15 ea.
Twist	\$ 6.50 ea.	\$ 7.80 ea.
Rope	Call For Price	Call For Price

SET-UP FEES & SPECIAL OPTIONS NOT DISCOUNTED.

*Not all profiles available in all options. See specific product listings or call Customer Service for details.

MISC. UPCHARGES

*Solid Laminate Rail: Add 15-30%. Some species may not be available in solid laminate lengths over 8-10'; call Customer Service for further information.

*Exterior Glue: Add 10%.

