

## Terms and Conditions

[www.interiorladders.com](http://www.interiorladders.com) is an e-commerce site owned and operated by Bartels Doors & Hardware (Bartels USA, Inc)

- 100% payment is due before any hardware order is processed
- All sales are final. No returns.
- Although every effort is made to deliver by a specific date, all delivery dates are subject to delays caused by manufacturer or transit.
- Bartels interiorladders.com is not responsible for shipping delays beyond our control.
- We only ship full and complete orders unless otherwise stated.
- By purchasing at Bartels interiorladders.com, you warrant that the use of the Goods is appropriate for the intended application and their use complies with all local and national legislation, building regulations, standards, codes of practices and any other requirements. Bartels interiorladders.com will not be responsible for meeting these requirements.
- Bartels interiorladders.com is not responsible for improper installation or assembly, instructions are available for download at Bartels interiorladders.com
- Wall/ceiling mounted sliding units require stable wall surfaces and suitable reinforcement for mounting purposes, to be provided and verified by customer.
- Bartels interiorladders.com will not be responsible for damage that may occur as a result of the product(s) being stored or installed in a non-climate controlled area. Products should always be stored and installed in a climate controlled area, even in the short term. Exposure to humidity in conventional storage and/or non-air-conditioned job sites can lead to warped, stained or discolored finishes.
- This contract shall be construed and interpreted in accordance with Florida law.
- The venue for any litigation involving this contract will be in Broward County, Florida. In addition, the prevailing party shall be entitled to reimbursement of its costs and attorney's fees, including any appeals.

### Tracking Information

- Shipments sent via FEDEX will receive tracking information to the email address on the order. You will usually get the tracking information 12 -24 hours after the item has shipped. Please do not call the same day the order is placed looking for a tracking number. If you do not receive your tracking email, please call 1-866-529-5679.
- **Possible reasons you did not receive a tracking email:**
- Your ISP is blocking the email from FEDEX.
- You have "junk-mail" filters turned on which are either delivering emails to a junk mail folder or is deleting them before you even have a chance to see them.
- You inadvertently deleted the notification. Notifications will come from FEDEX not Bartels.

### Signature Required

- All orders over \$1,000.00 are shipped signature required. If your order total is \$1,000.00 + an adult that is 18 years or older will need to sign for your delivery. We recommend the owner of the order be present so they can inspect the delivery for any possible shipping damage immediately.

### Defective/Damaged/Missing Product Policy

- Please inspect your order within **3 business days** to insure proper items, quantities, and to be sure all material is free of defects. If you have received a product that you feel is possibly defective/damaged or is missing parts you must contact our customer service department within **3 business days of arrival** and a case will be opened for you. Failure to provide notice within 3 days constitutes waiver. Should anything arise please open a support case immediately by calling customer service at 1-866-529-5679
- **\*In the event a product is damaged by others or improperly installed, Bartels interiorladders.com is not responsible for any damage to the product or surrounding area.**
- **Return of Defective/Damaged Product Instructions:** To return a defective/damaged product you must do the following.
- Failure to follow these instructions may result in additional fees or a denied claim.
- All agreements are contingent upon delays beyond our control. Any proposal may be withdrawn by Bartels interiorladders.com if not accepted within 15 days. The undersigned warrants that all information is correct, has read, accepted and agrees to be bound by all the above terms and conditions set forth in this document and that it supersedes any verbal representation. Continuing Personal Guarantee: the undersigned hereby unconditionally guarantee(s) the full and prompt payment to Bartels interiorladders.com when due all indebtedness, obligations, and liabilities of the customer named on this contract including any interest, attorney fees, and collections and court costs.
- contact information and locations will not be shared publicly.