

American Portable Dance Floors, Inc.
Policy Information & Limited Warranty

OUR POLICY

PRODUCTION AND DELIVERY TIME

Normal production time is generally 4-6 weeks from the date the deposit is received. If you need your floor faster, we may be able to ship earlier. Contact your sales representative for further details.

DEPOSIT AND ORDERS

A 50% deposit is required to place an order. The order will be put into the production schedule once the first payment is received. When the floor is in the final stages, you will be notified of its expected ship date. Final payment must be received before the floor is released for shipping.

CREDIT CARD ORDERS

If you prefer to use a credit card for the purchase of your floor, you will receive a letter or fax verifying the use of your credit card. You must sign and return before your order is scheduled for production.

SHIPPING, HANDLING, & INSURANCE

We will use the best and cheapest way to ship your floor. If you have a preferred carrier, we will be happy to use them. Shipping is normally pre-paid and added to the final total due. We receive special rates through numerous shippers due to the high volume of shipping we do. This helps us keep the costs down for you. **Shipping is not refundable.**

Handling and insurance is calculated as a percent of your total order. Some freight companies offer "Time Critical Shipping". There is an additional charge for this service. Other extra charges will be incurred if a loading dock is not available or if delivery is in a residential area.

SHIPPING DAMAGES

Please inspect shipment for damages caused by shipping. You must note the type of damages on the bill of lading at the time of delivery. If there is damage done to your shipment, you must file a claim with the freight company for reimbursement. We will assist you, but we are not responsible for damages done in shipping.

COLOR & SIZING

Since our floors are made of natural wood products, color and grain can vary. This inconsistency is considered normal and part of the natural beauty of wood. Colors may not exactly match photos on the web site and colors may vary with different wood suppliers.

If you are in need of a special color, stain, or wood, we can try to match your preference. If it is a different wood type other than Maple or Oak, we may need additional time to find a source for wood. Special colors or stains have additional charges associated for custom work. Additional time is also required for special orders.

WARRANTY

What is covered by this warranty? American Portable Dance Floors, Inc. (APDF) warrants to the original purchaser only, that the product that is the subject of this sale conforms to published specifications, and is free from defects in materials and workmanship. The duration of this warranty is three (3) years from date of delivery. If the buyer discovers within this time a failure of the product to conform to specifications of a defect in material or workmanship, it must promptly notify APDF in writing, of the exact manner in which the product was so defective, the conditions of usage which gave rise to such claims, and deliver to APDF therewith a representative sample exemplifying the claimed defects, for examination by APDF engineers. Should the product prove to be defective as set forth above, then APDF at its own cost and expense shall replace with new and ship to purchaser, replacement materials for all those panels demonstrating such defects that are shipped back prepaid to its manufacturing plant in Bakersfield, CA.

What is not covered by this warranty? APDF does not warrant, (a) any product not manufactured by APDF, (b) defects caused by failure to provide a suitable installation environment, (c) damage caused by use of the product for purposes other than those for which it was designed, (d) damage caused by disasters such as fire, flood, loading beyond its design specifications, (e) damage caused by unauthorized attachments or modifications, (f) damage during shipment, storage, mishandling or any abuse by the purchaser, (g) water or cleaning agent damage. Goods have been manufactured and inspected at our plant with the greatest care. However, damages caused by mishandling during a customer installation can be avoided by due care and attention to installation and shipping instructions.

REPLACEMENT OR EXCHANGE

If there is a manufacturing problem, we have the right to repair or replace the defective item. All exchange items must be returned to American Portable Dance Floors, Inc., 3400 Patton Way, Bakersfield, CA 93308. All items must be returned within 30 days of the received date.

RETURNS

There is a 20% restocking fee on all returns and returned items in new or unused condition. The freight is not refundable. If the product has been used, a percentage will be calculated based on the amount of use, wear, and damage of the item. A refund will be issued as soon as the item is returned to our Bakersfield, CA manufacturing plant and our Quality Control Department has inspected the returned items.

American Portable Dance Floors, Inc., is not responsible for damage caused by the customer or the shipping company. The customer and the shipper will handle any item that is damaged while being returned.

DISCLAIMER

Acceptance of any order from American Portable Dance Floors, Inc. by the customer will be deemed as acknowledgement by the customer that they have read, understood, and agreed to our policies as stated in this letter and on our website.

Signature

Date