

TERMS & CONDITIONS

ORDERS

ORDERS: ALL ORDERS ARE SUBJECT TO ACCEPTANCE BY DOWN INC.

TERMS OF SALE

CUSTOMERS WHO MEET, AND MAINTAIN, OUR CREDIT CRITERIA WILL BE EXTENDED PAYMENT TERMS OF NET 30 DAYS FROM INVOICE DATE. WHEN APPLYING FOR TERMS, PLEASE COMPLETE A NEW ACCOUNT FORM, IN FULL. PLEASE PROVIDE A MINIMUM OF THREE CREDIT REFERENCES. TO AVOID PROCESSING DELAYS, REFERENCES MUST INCLUDE COMPLETE CONTACT INFORMATION AND ACCOUNT NUMBERS.

A FINANCE CHARGE OF 1.5% MAY BE ADDED TO PAST DUE ACCOUNT BALANCES. IN THE EVENT OF DEFAULT OF PAYMENT, THE CUSTOMER WILL BE LIABLE FOR ALL REASONABLE FEES ASSOCIATED WITH COLLECTION.

FREIGHT

ALL ORDERS ARE SHIPPED F.O.B. GRAND RAPIDS, MICHIGAN. SHIPPING, AND ANY OTHER DESTINATION CHARGES, WILL BE PAID BY THE CUSTOMER. UNLESS OTHERWISE SPECIFIED ALL ORDERS WILL BE SHIPPED VIA GROUND BY A NATIONAL PARCEL DELIVERY SERVICE.

WARRANTY

ALL PRODUCTS MANUFACTURED OR DISTRIBUTED BY DOWN INC. ARE WARRANTED AGAINST DEFECTS IN WORKMANSHIP AND FABRICATION. WARRANTY CLAIMS AND RETURNS MUST BE MADE WITHIN 30 DAYS FOR AN EXCHANGE OR FULL REFUND.

RETURNS

REQUEST FOR RETURNS MUST BE MADE WITHIN 30 DAYS OF SHIPMENT. ONLY UNUSED ITEMS MAY BE RETURNED FOR CREDIT. ALL RETURNS MUST BE ACCOMPANIED BY A PACKING SLIP AND RETURN AUTHORIZATION NUMBER ISSUED BY DOWN INC. THE RETURN AUTHORIZATION NUMBER SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF THE SHIPPING CARTON. SHIPMENTS RETURNED WITHOUT RETURN AUTHORIZATION MAY BE REFUSED. RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE. AN ADDITIONAL FEE MAY BE ASSESSED FOR ITEMS THAT REQUIRE REPACKAGING PRIOR TO RETURN TO DOWN INC. INVENTORY. SPECIAL MAKEUP ITEMS MAY NOT BE RETURNED.

NEW ACCOUNTS

E-MAIL CUSTOMERSERVICE@DOWNINC.COM TO REQUEST A NEW ACCOUNT FORM.



CALL TOLL-FREE 1.800.552.9231
IN MICHIGAN CALL 616.241.3922
FAX ORDERS TO 616.452.1255

E-MAIL ORDERS TO CUSTOMERSERVICE@DOWNINC.COM
8:00 A.M. - 5:00 P.M. EASTERN STANDARD TIME
MONDAY THROUGH FRIDAY

EFFECTIVE DATE 3/1/15

PRICING

DOWN INC. RESERVES THE RIGHT TO CHANGE ANY AND ALL PUBLISHED PRICES WITH OR WITHOUT NOTICE.

ORDER PLACEMENT

PHONE ORDERS - OUR CUSTOMER SERVICE CALL CENTER STAFF IS AVAILABLE MONDAY - FRIDAY, 8:00AM TO 5:00PM (EST) TO ACCEPT YOUR ORDER OR ASSIST IN PRODUCT QUESTIONS. OUTSIDE MICHIGAN, CALL TOLL FREE 800.552.9231, WITHIN MICHIGAN, CALL 616.241.3922. ACCOUNTS WITH OPEN TERMS WILL BE SHIPPED ACCORDINGLY. FOR ALL OTHERS, DOWN INC. ACCEPTS AMERICAN EXPRESS, VISA, MASTERCARD, AND DISCOVER.

FAX ORDERS - OPEN ACCOUNT AND CREDIT CARD CUSTOMERS MAY FAX ORDERS 24 HOURS A DAY TO 616-452-1255. FORWARD PURCHASE ORDER SHOWING ACCOUNT NAME, ACCOUNT NUMBER AND ITEMS ORDERED. CREDIT CARD CUSTOMERS SHOULD INCLUDE CARD NUMBER, EXPIRATION DATE AND CARD VERIFICATION CODE.

E-MAIL - CUSTOMERSERVICE@DOWNINC.COM PLEASE INCLUDE ALL INFORMATION REQUESTED FOR FAX ORDERS.

ORDER LEAD TIME

YOU ARE PURCHASING YOUR ITEMS FROM A MANUFACTURER. EACH ORDER FOR NATURAL AND SYNTHETIC FILLED GOODS, SUCH AS DUVET INSERTS, PILLOWS, FEATHERBEDS AND DECO FILLERS, IS COMPLETED ON A PER ORDER BASIS. OUR AVERAGE ORDER COMPLETION TIME FOR MANUFACTURED GOODS IS 5-7 BUSINESS DAYS, HOWEVER, PLEASE KEEP IN MIND THIS MAY VARY BASED ON SEASONAL DEMANDS AND FACTORY CAPACITY.

IMAGE REPRODUCTION

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VOLUME DISCOUNTS

DOWN INC. EXTENDS VOLUME DISCOUNTS BASED ON INDIVIDUAL ORDER TOTALS, EXCLUSIVE OF FREIGHT.

DISCOUNTS WILL BE CALCULATED AS FOLLOWS:

- ORDERS TOTALING \$500 TO 999.99 RECEIVE A 5% DISCOUNT
- ORDERS TOTALING \$1000 TO 2,499.99 RECEIVE A 7% DISCOUNT
- ORDERS TOTALING \$2500 OR MORE RECEIVE A 9% DISCOUNT

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