



SPECIAL ORDER WAIVER FORM

Due to ongoing supply chain challenges beyond our control, **special orders placed through Counter Pro, Inc. are final and cannot be cancelled under any circumstances.** By proceeding with a special order, the customer accepts full responsibility for the total cost of the product.

We understand that unexpected challenges can occur during a project. However, it is the customer's responsibility to ensure all selections—including **color name, finish code, and measurements**—are accurate at the time of ordering.

Please be aware:

- Special orders typically have longer lead times due to manufacturer processing times.
- **Lead times provided are best estimates and are not guaranteed.** Delays may occur, and we appreciate your understanding.
- **Color samples may not fully represent the final product pattern.** For a more accurate view, we strongly recommend visiting the manufacturer's website to view the pattern on a full-size laminate sheet.

By signing below, the customer acknowledges and accepts the terms outlined above, and the sales representative confirms that they have reviewed this waiver in full with the customer.

Customer Acknowledgment

I have read, understand, and agree to the terms stated in this Special Order Waiver Form.

Customer Name (Printed): _____

Customer Signature: _____

Date: _____

Sales Representative Confirmation

By signing below, I confirm that I have explained the terms of this Special Order Waiver Form to the customer listed above.

Sales Representative Name (Printed): _____

Sales Representative Signature: _____

Date: _____

PO: _____