

Window Treatments

Policies and Procedures. March, 2017

Revised April 6, 2017



All customers, (builders, designers & the public) enjoy a 40% discount off Graber's retail prices. Simply take the listed retail price and multiply it by .60 for the LifeStyles price. LifeStyles will match any competitor prices, even from the internet. (Must be the exact same product and vendor, including installation and shipping.)

Free installation is included with a minimum purchase of \$1000.

Installation charges for orders less than \$1000 are a base \$50 service charge plus \$10 for every window. (So, blinds for 7 windows would be $\$50 + 70 (7 \times \$10) = \$120$.)

Free measurements are included with a minimum purchase of \$1000. Initially, cash customers will be charged \$50 for measurements, which can then be applied to the purchase price of orders over \$1000. LifeStyles offers free window take-offs to home builders and designers. Free window measurements and installation assumes that the job is within the metro trading area of about 30 miles from the store. See your manager for charges to job sites outside the metro.

Unless the customer has paid for the measurements to be done, the measurements are the property of LifeStyles and should not be given to the customer. In the event a customer provides LifeStyles with their own window measurements, LifeStyles is not liable for window coverings that don't fit.

Window coverings are considered custom orders and therefore NOT REFUNDABLE. In the event LifeStyles makes an error, (size, style, color) LifeStyles will correct the error by reordering the correct product at no additional charge. LifeStyles will NOT offer a refund for any errors other than quantity.

A customer sign-off and conformation sheet is required along with a non-refundable deposit of 50% prior to initiating any and all window treatment orders, including orders being applied to a builder's account by a custom home buyer. The only exception to the 50% deposit requirement is when a builder is purchasing coverings for a spec house AND a sign-off has been executed.

As a general rule, sample books cannot be checked out or taken off the property. However in some situations, management may elect to allow a sample book to be checked out overnight with a \$400 refundable deposit.

Depending on the specific style window covering, manufacturing lead time and shipping ranges from 2-4 weeks from order date. LifeStyles does NOT offer any warranty on window covering beyond the warranty offered by the manufacturer.