



Store Policies

418 Perkins Extended

Memphis, TN 38117

901-767-4055 ph

www.tannermeyer.net

Client's initials next to the pertinent items show that the client has received the TannerMeyer store policies. (4 pages total)

_____ Payment and Order Processing – All Sales are Final

All orders under \$5,000.00 require payment in full regardless of lead time. Orders will not be processed without payment.

All orders over \$5,000.00 require 75% down and 25% due upon TannerMeyer receiving the merchandise. A credit card must be on file, and TannerMeyer will automatically charge the balance due when the products arrive to TannerMeyer (payments will not be held until installation). Orders will not be processed without payment.

Invoices are used as a formal agreement between the client and TannerMeyer. Estimates and Approval forms are not. Products will be made to all specifications on the invoice. TannerMeyer is not responsible for any misunderstandings or changes made after the invoice is agreed upon and signed. It is the client's responsibility to understand what is being ordered. This is to protect both the client and TannerMeyer.

Cancellations or changes will not be accepted once the order is placed and payment is received.

All credit card receipts should be signed by the client before any orders are processed. In the event the client authorizes via phone/email/fax, client will receive an email or fax confirming the order. Client agrees that this is as good as a signature.

TannerMeyer will inform the client when all products have been received, the order is ready to install, and the balance is being charged.

In-home consultation fee is \$125.00 and is to be paid when the appointment is made. . This fee is credited back on purchases of \$1500.00 or more (clearance items excluded). The client has 1 year to purchase and receive the credit.

_____ Drapery

It is the nature of designer fabrics to crease and crinkle. Drapes will arrive pressed and folded from the workroom. We recommend letting the drapes "hang out" as wrinkles will fall out over time. Steaming is an additional charge and is not normally recommended for silk or linen.

It is the nature of certain fabrics to have "slubs" and "weaves". Also, it is the nature of certain fabrics to be woven in a way that lets light pass through the fabric that is not uniform.

Drapes will be made to the approximate length specified on the invoice. Any variance due to settling in the home is not the responsibility of TannerMeyer (more commonly occurs in a floor to ceiling installation). Drapes may drop in length over time as it is the nature of a soft fabric, and TannerMeyer is not responsible for any additional length dropped over time. Loosely woven fabric has a tendency to droop, hang loosely, and drop over time. Again, this is the nature of the fabric.

When joining widths of fabrics such as plaids, diamond designs, horizontal stripes, and prints it is sometimes impossible to have the design match up exactly from top to bottom. Our workrooms start off with the match at the top and attempt to match all the way down. However, due to the manufacturing of natural materials fabric patterns may not line up.

Pleating a drapery differently can change the look of the fabric. Display drapes in the store are pleated in a way in which our drapery experts recommend to best show off the fabric. TannerMeyer is not responsible for the look and width of the drapes for changes to pleats made.

Drapes will be made with a standard 3.5" return. If 6" returns are required, it may require an increase the curtain width and lead time.

Drapes will be blind stitched down edges and at hems. Tiny stitches may cause slight indentations (some fabrics such as silk, show more than others) and are the nature of custom drapery. Hand sewn edges and hems may be purchased for an additional fee.

Standard lead time for custom order curtains is 2-4 weeks for in stock fabrics. Fabric back-orders will take longer and TannerMeyer is not responsible for back-orders. TannerMeyer will make every effort to reasonably expedite fabrics, but it is the nature of the fabric world to have long lead times. Cancellations will not be accepted.

Dye lot variances exist in fabrics. TannerMeyer attempts to match die lots as best as they can, however slight variances do sometimes exist. Also, dye lots vary from the memo sample in the store. Again, this is the nature of fabrics.

Lined sheers will have visible seams with the linings behind them. In addition, the look of some fabrics can change depending on the linings and interlinings behind them.

Mis-measures requiring additional widths to close the window are not the responsibility TannerMeyer. This can sometimes occur if the client provides us with measurements, uses the clients' own hardware, or chooses to buy less drapery widths to save money. If additional widths are required to successfully close, the client must pay for the additional widths. Also, if the drapes are installed, and the client does not "like" the fullness or the look of the product, it is the clients' responsibility to pay for any changes. This also applies to the length, fullness, and linings of the product.

Client understands that blackout lining shows pinholes on rare occasions after sewing. TannerMeyer makes every effort to lessen this, but it is the nature of the blackout lining.

Drapes are inspected at least 2 times for quality. It is the clients' responsibility to be at the installation and acknowledge the successful installation. Calls made after the fact about flaws (especially when significant time lapses), sun damage, or dirt/smudges/water spots on the drapes are not the responsibility of TannerMeyer..

If a client does not "like" the products that the client ordered, it is not the responsibility of TannerMeyer to replace or substitute products. It is the clients' financial responsibility to replace said products.

Hemming of in stock and custom drapes is a separate charge, unless otherwise specified.

Hardware

TannerMeyer will support any manufacturer's warranty on our hardware products. However, TannerMeyer will only incur the cost of trips to the clients' house, repairs, and/or installation costs for the first 90 days. Any service charges after the first 90 days are the responsibility of the client. This does not include damages due to excessive wear and tear. The decision on whether the problem is the result of "wear and tear" lies ultimately with TannerMeyer.

TannerMeyer claims no responsibility for sizing, hang, or installation of drapes when client provides their own hardware. Any additional changes to drapes and installation are the client's responsibility.

Depending on the way the drapery is pleated, the quantity of hardware rings required sometimes varies. TannerMeyer makes every effort to recommend the appropriate number of rings, however, it does vary.

Hardware shipping is a separate fee and is included in the invoice.

TannerMeyer is not responsible for replacement of hardware (such as finials), in instances where client provides measurements, or does not inform TannerMeyer of any obstructions outside windows that affect the installation of hardware ordered.

If a client does not "like" the products that the client ordered, it is not the responsibility of TannerMeyer to replace or substitute products. It is the clients' financial responsibility to replace said products.

Soft Shades and Top Treatments

Any type of shade will have light gaps around the shade. This is the nature of a shade. TannerMeyer is not responsible for normal light gaps that are in keeping with the nature of the product.

Thermal blackout lining can have small dots of light where stitching has been sewn. In order to avoid this, black sateen interlining and/or felt interlining often helps. TannerMeyer claims no responsibility for light holes due to stitching.

Top Treatments are a custom product and subject to design interpretation with regard to style and scale. TannerMeyer will make top treatments per the dimensions on the invoice but does not claim responsibility for design advice given in regards to scale or style. When making a product such as top treatments and shades, slight variances do occur when comparing product to a picture or sample. Any fees incurred due to changes from the original design will be at the client's expense. If a client does not "like" the products that the client ordered, it is not the responsibility of TannerMeyer to replace or substitute products. It is the clients' financial responsibility to replace said products.

Shades, Shutters, and Blinds

Shades, shutters, and blinds may require a professional measure which is an additional measure fee. If the client opts out of a professional measure when recommended by TannerMeyer, the customer will then be responsible for any issues, mistakes, or extra charges. TannerMeyer sales reps can measure but are not professional measurers.

Light gaps are indicative of these products and are unavoidable. TannerMeyer will claim no responsibility for normal light gaps. In addition, light opacity can vary with the store sample and with clients' expectations. TannerMeyer is not responsible for light transference issues.

All shutter orders require a professional measure. Orders will not be processed without this measure. Client windows are never exact due to construction and settling. Normal variances occur in shutter installation and operation. TannerMeyer is not responsible for these variances.

Blind/shade/shutters made out of natural products have inherent slubs, weaves; vary in light transference, wood grain, pulls, etc. These characteristics are inherent with these products.

Typical lead time for blinds and shades are 2-3 weeks. Shutters may range from 3 weeks to 8 weeks depending on the vendor. TannerMeyer is not responsible for changes in lead times due to vendor delays. Neither cancellations nor refunds will be accepted.

TannerMeyer will assist in supporting the manufacturer's warranty on blinds/shades/shutters for as long as the warranty exists. However, TannerMeyer will only incur the cost of trips to the clients' house, repairs, and/or installation costs for the first 90 days. Any service charges after the first 90 days are the responsibility of the client.

It is the client's responsibility to handle any rebates provided by Hunter Douglas.

If a client does not "like" the products that the client ordered, it is not the responsibility of TannerMeyer to replace or substitute products. It is the clients' financial responsibility to replace said products.

There is a \$35 processing fee for all Hunter Douglas repairs. TannerMeyer will contact Hunter Douglas for the customer to see if the warranty is still valid. Any additional fees due to product being out of warranty or extra shipping charges will be the client's responsibility.

Bedding (bed sets, pillows, sheets, headboards, upholstery)

Bedding is made at standard dimensions to fit most beds. Custom widths and lengths are available and can sometimes incur extra charges. Due to loft being unpredictable, TannerMeyer claims no responsibility for dimensions that vary the drop of the product.

Typical lead time for bedding is 3-5 weeks. If lead time becomes longer due to back orders, TannerMeyer will not be held liable. Neither cancellations nor refunds will be honored.

Bedding is a handmade product with natural fabrics. The look and feel of the bedding can sometimes vary from a picture and/or drawing.

Duvet and pillow fillers are not included with bedding, unless specified.

TannerMeyer is not responsible for problems with bedding/sheets/pillows/upholstery due to excess wear and tear by clients.

TannerMeyer reserves the right to determine whether the problem is a result of excessive wear and tear.

If a client does not "like" the products that the client ordered, it is not the responsibility of TannerMeyer to replace or substitute products. It is the clients' financial responsibility to replace said products.

COM

TannerMeyer does not typically accept COM (customer's own materials). In certain instances we will make an exception. There is a fee per yard on COM fabrics in addition to labor charges.

TannerMeyer claims no responsibility if workrooms require additional fabric. The client is responsible for getting additional fabric at the client’s expense. If additional fabric is discontinued, TannerMeyer is not responsible for refunds.

TannerMeyer claims no responsibility for flaws or manufacturing defects in COM fabrics and will not be held responsible for fabrics not hanging properly if it is due to flaws, defects, or repeats that don’t match in fabric.

Lead times for construction of COM fabrics start when TannerMeyer receives the fabric and can change due to the work load of the workrooms.

_____ Measuring and Installation

Installation is a separate charge and should be paid directly to the installer at time of install and/or measure. TannerMeyer can estimate and approximate price range of the installation charges and provide a list of installers. Unless shipping, the installer will usually pick up products at the store before installation. TannerMeyer will provide the installer with installation instructions.

Installation requiring a designer to be present will incur a quoted premium installation fee paid to TannerMeyer.

TannerMeyer is not responsible for the outcome of the installation when the client installs the products. An additional fee is required to have a TannerMeyer associate come to the home for assistance with these issues.

It is recommended that the client be present during installation. Any adjustments that need to be made that require an additional trip from the installer that is not due to product error will be at the client’s expense.

Some jobs may require a professional measure from a certified installer. If a professional measure is recommended by TannerMeyer, the client will be responsible for paying the measure fee. If the client opts not to have a professional measure, TannerMeyer will claim no liability on product, dimensions, or installation.

The installer makes every effort to successfully install products on brick walls, cement walls, metal casements, ceilings, and high areas, etc.; however, the client is responsible for extra costs incurred with unique installations.

Extra installation or additional product costs relating to motorized products are the responsibility of the client. Any electrical work related to the installation of motorized products is the responsibility of the client. TannerMeyer does not provide clients with electrician names.

Client understands that installers do not work for TannerMeyer. It is the nature of the installer to make comments and/or recommendations about products. Ultimately, however, the installer cannot bind TannerMeyer or make any representations for TannerMeyer.

_____ Clearance Items & Use of Gift Certificates

Client understands that they are purchasing these items as a final sale, no returns, and no exceptions.

Client understands that these items are discounted because of limited quantities available and/or imperfections.

Client understands that hemming or any alterations to products are not included, and that they are the clients’ expense.

Gift certificates are to be communicated or presented before the quote is delivered.

Gift certificates cannot be used with any other certificates, promotion, and/or discounts (i.e. free installation promotion).

Gift certificates out of date are no longer valid.

It is the sole discretion of the manager of TannerMeyer to determine whether gift certificates are valid and/or useable.

I have received a copy of the TannerMeyer store policies. Included with this agreement is the current invoice(s) and any future invoice agreed upon between the client and TannerMeyer whether signed, emailed, or faxed.

Client Signature

Date

Print Name