

# terms and conditions

# table care and maintenance

## Shipment Damage Claims

Legal title of merchandise passes to the buyer upon acceptance of the carrier. All merchandise is packed to comply with carrier requirements. Shipments should be carefully inspected by the consignee before acceptance and the delivery carrier should be requested to record any damage or shortage. If further damage is found after delivery, immediate inspection by the delivering carrier should be requested. Notification of concealed damages must be made to the delivering carrier within 5 days after delivery of merchandise. Carrier liability ceases after this period. Damaged freight must be kept at the point of delivery in the original packing for inspection by the carrier. Please be advised that if the carrier obtains a clear receipt for shipment, they are no longer responsible for damage or shortages. Please note that electronically signing the carrier's tablet at the time of delivery means that you are accepting the delivery and no damages are being notated. If you see anything that indicates a shipment has been tampered with or shows signs of damage, then ask the driver to report it to the freight company and take pictures.

## Shipment Shortage Claims

Shortage claims reported after 10 days beyond shipment date will not be honored.

## Unopened Shipment Damage Claims

Neither Symphony nor the carrier is responsible for concealed damage claims if shipments are left unopened. Notification of concealed damages must be made to the delivering carrier within 5 days after delivery of merchandise. Refusal to accept an order from the carrier does not relieve you of the responsibility for payment, and may incur additional charges.

## Lost Shipments

Symphony issues a bill of lading to consignee on the date of shipment. If shipment is not received within 20 days of shipment date, notify us. Symphony and the carrier do not assume obligation for lost or damaged shipment claims after 6 months of shipping date.

## Title to Merchandise

Title to merchandise shall pass to the buyer upon delivery by Symphony to the carrier. For purposes of risk or loss, all shipments are F.O.B. factory. Buyer acknowledges that once Symphony delivers the goods to the carrier, title to the goods and risk of loss will pass to the buyer. If the goods are damaged by the carrier while in transit, the buyer has the sole obligation of seeking recourse from the carrier.

## Returns

Symphony will not permit return of materials without written consent if materials shipped are as acknowledged. Return shipments when accepted are subject to a re-handling/restocking charge, in accordance with the state contract after the merchandise is received and inspected. All freight or express charges must be prepaid on return shipments; otherwise, they will not be accepted. Damaged materials and all items specially built to order cannot be returned under any conditions.

## Repair and Replacement

Any labor charges for correcting a manufacturing problem must be submitted and approved before correction is undertaken, if the units are under warranty. Labor charges will not be paid if the estimate was not submitted and approved prior to labor being completed.

## Contact Information

Symphony Furniture, 1720 Mars Hill Road, Suite 8-287, Acworth, GA 30101, GA 30318-1732  
Phone: 866.507.7795  
Fax: 888.683.0007

## Table Care and Maintenance

### Laminate Surfaces, Vinyl & PVC edges

High-pressure laminate is durable and requires minimal maintenance. To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Rinse with clean, clear water. Wipe the entire surface, moving with the pattern and follow with a clean, dry, soft cloth. When a wood edge exists, follow "Wood Edge and Veneer" instructions.

Difficult "stains" such as coffee or tea can be removed using a mild household cleaner/detergent and a soft bristle brush, repeating as necessary. If stain persists, use a paste of baking soda & water and apply with a soft bristled brush. Light scrubbing for 10-20 strokes should remove most stains (excessive scrubbing or exerting too much force may damage the surface, especially gloss finish surfaces). Any remaining stains may require the use of undiluted household bleach or nail polish remover. Apply to stain and let stand no longer than two minutes. Rinse thoroughly with warm water & wipe dry. Step may be repeated. However, prolonged exposure of bleach to surface will cause discoloration.

Abrasive pads, scouring powders or cleansers may permanently dull & scratch the surface making the laminate susceptible to staining. Harsh chemicals such as oven, toilet or drain cleaners will etch & discolor laminates. If spills of these products occur, remove immediately, rinse thoroughly, and wipe dry.

High pressure laminates have high heat resistance, however exposure to temperatures greater than 135 degrees C (275 degrees F) is not recommended. Prolonged exposure to temperatures above 65 degrees C (150 degrees F) may result in separation of the laminate from the substrate. Protect the surface from heat generating appliances by using a trivet or insulating pad.

Do not use sharp objects directly on the laminate surface. A counter saver or chopping block is recommended.

HP laminate have excellent impact resistance. However, heavy objects dropped on the surface may chip or crack the laminate.

### Powder Coated Metal

Clean with a mild soap solution and rinse with clean clear water. Wipe the entire surface and follow with a clean, dry cloth to buff dry.

### Chromed Metal

Clean with a wet cloth or window cleaner. For scuff marks or heavy soiling, apply a non-abrasive automotive chrome polish as directed.

### Mechanical Parts

Clean any lint or debris from the moving parts of the tilt or folding mechanisms. Do not apply any lubricant.