



Paradise Fence Supply

- All sales must be paid in cash, by credit/debit card, or certified check for new accounts on initial orders.
- Credit applications will only be considered after a consistent history of cash-on-delivery purchases.
- If a credit line is established, our standard terms are Net 30 days. Any purchase exceeding the credit limit will require cash-on-delivery payment.
- We accept Visa, MasterCard, American Express, and Discover for convenience. However, we do not accept third-party credit cards for payment. A processing fee may apply to credit card payments.
- Full pre-payment is mandatory for all custom orders.
- A standard fee of \$50.00 will be charged for returned checks.
- Delivery services are available. Please contact us for a quote on delivery to your area.
- We will not ship any orders if you have an outstanding balance or if your balance exceeds your credit limit.
- Orders on credit hold will not be scheduled until your account is up to date. Finance charges of 1-1/2% per month will be applied to past due balances.

Quotations

Valid quotations must be obtained in writing and are valid for ten (10) days unless otherwise specified. Quotations are based on the breakdown of materials provided by the customer. While Paradise Fence Supply is happy to assist with quotations, we cannot be held responsible for acceptance or compliance with plans and specifications. We do not assume any responsibility for the breakdown or list of materials.

Cancellation Policy

To cancel an order, please contact our sales department by calling (347) 331-0000 or emailing salesrep@ParadiseFenceSupply.com. Please note that custom orders, non-stock items, and special order items **cannot be canceled or refunded once the order has been placed**. Orders experiencing delays due to emergency situations, acts of nature, compliance with governmental orders, or other supply chain issues beyond our control are also non-cancelable and non-refundable. These orders will be fulfilled in the order they were received as soon as possible.

Shortage & Damage Claims

It is the customer's responsibility to inspect all materials for shortages, damages, and non-conformities upon receipt. If there is an error in shipment, please do not allow our truck to leave your premises. Contact us immediately at (347) 331-0000, and we will work to resolve the issue promptly. If the error is on our part, we will correct or replace the item as soon as possible. **No claims will be accepted once our driver has left or your order has been picked up**. For deliveries by common carriers, please make sure to note any discrepancies on the carrier's bill of lading and notify us immediately.

Deliveries

Customers requesting delivery must have sufficient personnel at the destination to unload the materials. Our drivers are available to assist with unloading, but it is the customer's responsibility to secure the items and to sign the delivery acknowledgment copy for the driver. Customers should inspect all materials for shortages, damages, and non-conformities upon receipt and inform our driver of any issues. **No claims will be accepted once our driver has left. Deliveries are curbside only.**

Pricing

Listed prices are subject to change or correction without prior notification. Paradise Fence Supply is not responsible for typographical errors in print or online. All prices are FOB (Free On Board) Jamaica, NY 11434.

Terms of Sale

Custom Wood Orders

Custom wood orders are made from untreated lumber. There is no warranty on untreated or treated wood, as it is a natural product that may experience various issues. Complete pre-payment is required for all custom orders, which are non-cancelable and non-refundable. Customers must sign off on all custom orders and send their sign-off to Paradise Fence Supply for accurate processing.

Cancellation requests must be addressed to our sales department by calling (347) 331-0000 or emailing salesrep@ParadiseFenceSupply.com and must be received before manufacturing or processing for fulfillment. Once your order has been processed, it cannot be canceled.

Custom PVC/Vinyl & Cellular PVC Orders

Complete pre-payment is required for all custom orders, which are non-cancelable and non-refundable. Customers must sign off on all custom orders and send their sign-off to Paradise Fence Supply for accurate processing. When ordering colors other than white PVC (beige, clay, gray, woodgrains), please note that shade variations may occur for which Paradise Fence Supply is not responsible.

Cancellation requests must be addressed to our sales department by calling (347) 331-0000 or emailing salesrep@ParadiseFenceSupply.com and must be received before manufacturing or processing for fulfillment. **Once your order has been processed, it cannot be canceled.**

Returns

Prior authorization is required for all returns. Returned materials must be accompanied by the original invoice and must be properly packaged and in the same condition as originally received. Paradise Fence Supply reserves the right to charge a restocking fee of 20% on all returned materials.

We do not accept returns on PVC, Chain Link Vinyl Systems, Ornamental Aluminum Fence or Railings, Ornamental Iron, Slats, Wood products, or special ordered non-stock products.

We are not responsible for orders that are not picked up or delivered within 30 days. Any orders left after 30 days will be considered void, and any deposit will be forfeited.

Installation Services

• Scope:

Paradise Fence Supply offers installation services for fence materials exclusively to those who purchase materials directly from us. Customers are responsible for accurately determining and indicating property lines and desired fence placement. Paradise Fence Supply will not be held accountable for fence installations based on incorrect property line determinations made by the customer. Any necessary relocations or adjustments resulting from such discrepancies will be the sole responsibility of the customer.

• Coordination:

Upon request, we can handle the installation either through our internal installation team or an approved third-party installation entity.

• Labor Costs:

Installation charges will apply and will be determined after a site survey and evaluation of the required work. These charges are specific to the installation of materials purchased from Paradise Fence Supply.

• Additional Materials:

If additional materials are needed during the site survey or installation, the associated costs for both materials and labor will be added to the final invoice.

• Payment:

The total balance, including any additional costs from the installation, is due upon completion of the project.

By utilizing Paradise Fence Supply's installation services, clients agree to the terms outlined in this section of the Terms of Sale document.