

MR. BROWN

L O N D O N

CUSTOM AGREEMENT & TERMS

Firm: _____ Date: _____

Principal Contact: _____

Client Name / Project: _____

Contact Email: _____ Phone: _____

Please complete and return to your sales associate via email or fax 336.886.2496.

Item: _____

DIMENSIONS

Standard Dimension: ____ W ____ D ____ H ____ DIA inches millimeters

Custom Dimension: ____ W ____ D ____ H ____ DIA inches millimeters

Additional Comments: _____

FINISH

Standard Finish(es) | Finish Name/Detail _____

Custom Finish

Custom Finish 1: _____

Custom Finish 2: _____

Submitting Sample to Match: yes no Info: _____

Strike off Required: yes no Info: _____

Additional Comments: _____

Hardware Finish: Standard Finish Custom finish _____

Interior Finish: Standard Finish Custom finish _____

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CONCEPT SKETCH (optional):

Special Instructions: _____

50% deposit required to begin CAD work. Please consult Custom Agreement for full detail.

Internal Notes:

PO: _____ DEPOSIT DATE: _____ CAD REQUEST DATE: _____ CAD APPROVAL DATE: _____
CODE: _____ SKO REQUEST DATE: _____ SKO APPROVAL DATE: _____ SALESPERSON: _____

1120 Bedford Street, High Point, NC 27263 | Tel.336.886.2400 | Fax: 336.886.2496

mrbrownlondon.com

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THE CUSTOM PROCESS

- All custom requests quoted by our production team are honoured for 45 days.
- 50% deposit is required to initiate the CAD drawing to your specifications.
- Mr. Brown requires your formal approval of the CAD drawing and all specifications before the design is entered into production.
- Custom production time averages 16-18 weeks, but may vary based on the nature of customisation.
- Orders cancelled prior to CAD approval are subject to a \$300 cancellation fee, deducted from the deposit. The balance of the deposit will be refunded.
- The custom order is FINAL with your approval of the CAD drawing, at which time the order enters into production. No cancellations may be accepted after this time.
- Any and all designs, including custom alterations of Mr. Brown product, are the property of Mr. Brown. Any reproduction of designed product is at the sole discretion of Mr. Brown and will require express written consent to do so.

DELIVERY & DIRECTIONS IN CASE OF DAMAGE OR DEFECT

- Insured White Glove delivery is recommended on all custom products. Shipping quotes will be provided when product is ready FOB High Point with a minimum charge of \$350. Shipping quotes are subject to change.
- Mr. Brown will not accept returns on damaged or defective merchandise without a formal Return Authorization (RA). Shipments received without Mr. Brown's RA will be refused.
- Approved returns must be packaged in the original or equivalent packing material. Mr. Brown's RA must be clearly noted on the return packaging.
- Refunds will be processed pending inspection and verification of defects/damage. Refunds are at the sole discretion of Mr. Brown.
- Damage claims shipped by a third-party carrier will not be honoured; no refunds, no returns, and no claims will be accepted.
- All claims must be submitted within 5 days of receipt of product. Images will be required, damage must be noted on the bill of lading (BOL), and product must be inspected at time of delivery. Concealed damage claims will not be accepted. Failure to note damage claims on the BOL will waive any and all responsibility to Mr. Brown and a return/refund will not be processed.

Client Signature: _____ Date: _____