

LUXURY WOOD – STANDARD & STRICT COMPANY RULES

1. Order Finality Rule

Once an order is confirmed, **no cancellation, modification, or refund** is permitted under any circumstances.

2. Advance Payment Mandatory

Orders are processed **only after advance payment** as per company policy.
No material is reserved without payment.

3. Natural Variation Acceptance

Customers must accept **natural variations in color, grain, texture, and shade**.
Such variations are **not defects** and **not grounds for claims**.

4. No Return Policy

Wood products **cannot be returned** once delivered, due to their natural and customized nature.

5. Inspection at Delivery

All materials **must be inspected at the time of delivery**.
Complaints raised after delivery acceptance **will not be considered**.

6. Limited Replacement Policy

Replacement is provided **only for manufacturing defects**, subject to company verification.
Claims must be reported within **7 days** of delivery.

7. No Installation Responsibility

The company supplies materials only.
Installation, fitting, and workmanship are not the company's responsibility unless mentioned in writing.

8. Payment Before Dispatch

Full payment must be completed **before dispatch** of goods.
Pending payments will result in order hold or cancellation.

9. Delivery Timeline Disclaimer

Delivery dates are **estimated**, not guaranteed.

Delays due to logistics, weather, or force majeure **do not qualify for compensation**.

10. Usage & Maintenance Liability

Damage caused by **improper storage, exposure to moisture, heat, or sunlight** is the customer's responsibility.

11. Price Revision Right

The company reserves the right to **revise prices at any time** before order confirmation.

12. Jurisdiction Clause

All transactions and disputes are subject to the **legal jurisdiction of the company's registered location only**.

13. Ownership Until Payment

Goods remain the **property of the company** until full payment is received.

14. Custom Order Strictness

Custom-cut or made-to-order items are **non-refundable and non-exchangeable** under all conditions.

15. Final Authority Clause

The company's decision shall be **final and binding** in all matters related to quality, delivery, and disputes.