



Tel: 1-605-225-5081

Email: orders@woodenmallet.com (24 Hours)

Fax: 1-605-225-0245 (24 Hours)

Internet: www.WoodenMallet.com

ORDERING

- No minimum order is ever required by Wooden Mallet.
- All purchase orders must be issued IN WRITING and faxed, mailed or emailed to Wooden Mallet.

Wooden Mallet products may be purchased through authorized dealers only. When placing an order please specify quantity, product code, finish color, fabric pattern name, and fabric color.

ORDER CHANGES/CANCELLATIONS

- Most orders ship within 24 hours of your order. Call us immediately to inquire about the possibility of making changes/ cancellations. Changes/cancellations must be confirmed IN WRITING. Cancellations may not be made after an order ships.
- Upholstered chairs and sofas will incur a 10% cancellation fee if production has started.

CREDIT POLICY

- Wooden Mallet will extend credit to approved customers with current accounts.
- New customers must submit signed credit application including bank and trade references with current fax numbers.
- Upon credit approval, initial order will ship, subject to approved credit limits.
- Subsequent orders will be shipped on open credit, subject to approved credit limits and current account status.

PAYMENT TERMS

- Invoices are emailed daily.
- All orders are invoiced at 1% 15, net 30-day payment terms.

PRICE LIST

- Wooden Mallet's Official Wholesale Price List is published annually on September 1 and is valid January 1 – December 31.
- As a courtesy to our customers, we are happy to fill out your data spreadsheet. In the case of discrepancies between your spreadsheet and our price list, we will always honor the prices on our price list. Please take a moment to compare the two, as we do not accept responsibility for errors in your files.

PRODUCTION TIMES

- Standard production time on non-upholstered products is 24 hours.
- Upholstered products ship within 72 hours.
- Large quantities may require additional time, call for details.
- Orders ship complete – if an order contains both upholstered and non-upholstered items, the order will follow the longer production timeline.

SHIPPING/FREIGHT

- All Wooden Mallet products can ship via Small Parcel. Some products ship in multiple boxes.
- Wooden Mallet ships FOB Aberdeen, SD 57401.



- Wooden Mallet will choose the most cost effective shipping method unless you indicate a preference on your purchase order.
- Freight charges will be prepaid and added to your invoice.
- Freight estimates may be requested in writing. These are only estimates and are not a guarantee of charges.

ADDITIONAL CHARGES

- Wooden Mallet reserves the right to pass along any unforeseen shipping chargebacks, such as address correction fees, and return freight for undeliverable orders.

RETURNS/EXCHANGES

- Customer remorse returns and exchanges are accepted within 30 days of shipment.
- Prior authorization is required for all returns/exchanges. Please reference your original purchase order number when you request authorization. You will be issued a Return Authorization Number (RA) which must be written on the outside of the packaging in order to match your return for credit.
- Restocking fees are a modest 10%. Upholstered items and large orders over 40 boxes incur a restocking fee of 20%.
- Returned/exchanged items must be in reusable condition – any item which displays obvious use will not be accepted for return/exchange. All items are inspected for damages when they are received at our warehouse. If an item is returned with damage, no credit will be issued.
- All returns/exchanges must be shipped freight prepaid to:
Wooden Mallet
2916 Idea Avenue
Aberdeen, SD 57401-3340

- Credit for the full cost, minus fees and shipping charges (where applicable), will be issued to customers upon receipt of the returned merchandise.
- Custom items are non-returnable.

SHIPPING DAMAGES

- Wooden Mallet utilizes product-specific packaging techniques. This has kept our damage rates well below industry average. In the rare event that damage does occur during shipping, contact us and replacement parts will be shipped within 24 hours.
- Shipping damage claims require photo evidence of both the damaged item and the damaged packaging. Please include your original purchase order number when sending images of damaged items.
- Damaged items may be picked up or inspected by the shipping carrier. The customer will be required to hold the damaged item for 10 business days. If the product has not been inspected or picked up within that timeframe the customer may discard the item.
- Liability for damaged merchandise is limited to the replacement or repair of that merchandise. Wooden Mallet is not liable for other damages, losses or costs.
- If shipping charges are being billed to your third-party account, you will be responsible for your own shipping damage claims.

FABRIC

- Wooden Mallet offers a large selection of fabric and healthcare approved antimicrobial vinyl.
- Fabric/vinyl samples are available at no cost upon request.



FABRIC COMBINATIONS

- Many seating items may be selected with multiple upholstery covers on a single unit, such as vinyl seat and fabric back or two vinyl chairs and two fabric chairs in a sofa. Wooden Mallet will accommodate these special requests as outlined below.
- Indicate clearly on the original order the combination of desired fabrics as follows:
 - Chair Model
 - Finish
 - Seat Fabric/Back Fabric
 - For multi-chairs/sofas indicate by seat number (left to right when facing).
- Pricing is \$5 per seat added to the highest grade fabric included on the piece.
- Combinations are available on standard and designer fabrics at standard production times. Combinations using COM fabrics may require additional production time and must follow the COM order process.

COM (Customer's Own Material)

- COM service is also available and is priced at Standard Fabric Prices.
- See our COM specifications sheet for specific information.
- COM yardage shown is for solid, non-directional fabric and vinyl. Print and directional patterns may require additional yardage.
- Please submit a one-third yard sample with product specifications for approval prior to submitting COM orders.

FIRE CODES

- All Wooden Mallet seating meets the requirements of the CAL 117 fire code.

SEATING WEIGHT CAPACITY

- All standard Wooden Mallet seating has a weight capacity of 400 pounds per seat.
- All bariatric seating has a weight capacity of 800 pounds per seat.

WOOD FINISHES

- Wooden Mallet's state-of-the-art triple coat finishing process is available in four colors – Black, Light Oak, Medium Oak and Mahogany.
- Wooden Mallet finishes all product components before assembly to assure an even finish in all joints, and hidden spaces.
- Light finishes contain little or no pigmentation, thus the natural shading of the wood will show through.
- Due to differences in their nature, solid wood and veneers may not always match exactly.
- Wood Finish Chips are available at no cost upon request.
- A limited number of items are also available unfinished for custom stain applications.

DIMENSIONS

- Product and shipping container dimensions are available on our website at woodenmallet.com.

WARRANTY CLAIMS

- Warranty claims should be directed to us at 605-225-5081 or orders@woodenmallet.com



LASER ENGRAVING

- Wooden Mallet offers laser engraving of a wide variety of fonts and graphic symbols on the following products. Custom logos are available at an additional charge – Contact us for information.
- Single engravable panel:
 - BR24-4
 - MR24-4
 - MR36-7
 - MR48-1
 - MR7-FS
 - MR10-FS
 - PCH15-1
 - PCH24-3
 - PCH36-5
 - CH15-1
 - CH14-1
 - CHD15-1
 - CH14-2
 - CH14-3
 - CH14-5
 - CH14-10
 - CH10-FS
 - OCHS15-1
 - OCHO20-1
 - XR-1
- Two engravable panels:
 - MR24-8
 - MR48-20
 - MR36-14
 - MR14-FS
 - MR20-FS
- Only the bottom panels are engravable on multi-pocket items.
 - Indicate Right/Left panel when facing rack.
- Engraving Upcharges
 - \$5.00/per panel – Graphic OR Text
 - \$8.00/per panel – Graphic AND Text
 - Graphic AND Text Engraving Options
 - Graphic Left/Text Right
 - Text Top/Graphic Bottom
 - Text Left/Graphic Right
 - Graphic Top/Text Bottom
- Proofs must be requested and are provided at no cost.
- Standard production time is 48 hours on engraved items. Delayed response on proofs will affect shipment times.

WOODEN MALLET ONE YEAR LIMITED WARRANTY

Wooden Mallet warrants that its products shall be free from defects in original material and workmanship for a period of one year from the original shipment date. This warranty shall not apply to normal wear and tear or in the event products are damaged as a result of misuse, abuse, vandalism, neglect, accident, improper application, and modification or repair by persons not authorized by Wooden Mallet. Wooden Mallet will, at its discretion, repair or replace any defects. Any repair or replacement must be approved in advance by the factory before any action is taken. There are no implied warranties of fitness or merchantability, and there are no other express warranties beyond the warranties expressed here.