

Client Manual

THE NEW
traditionalists®

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Order Processing

Onboarding

Upon receipt of PO, one of our Project Managers will reach out to introduce themselves and share a copy of the Sales Order Acknowledgement. Your PM will schedule a 30-minute onboarding call to walk through the approvals process and timeline. This call will help ensure the project is off to a healthy start and will make sure everyone is aligned.

Invoicing

Our accounting department will reach out with a deposit invoice. We accept payments via wire transfer or credit cards which can be made through the credit card authorization form on our website. A minimum deposit of fifty percent (50%) of the purchase price is required to initiate an order. Remaining 50% balance is collected two-weeks prior to estimated completion date.

Taxes

Taxes are added to any order with a final destination of NY. To avoid sales tax on an order shipping to NY, please provide a Resale Certification.

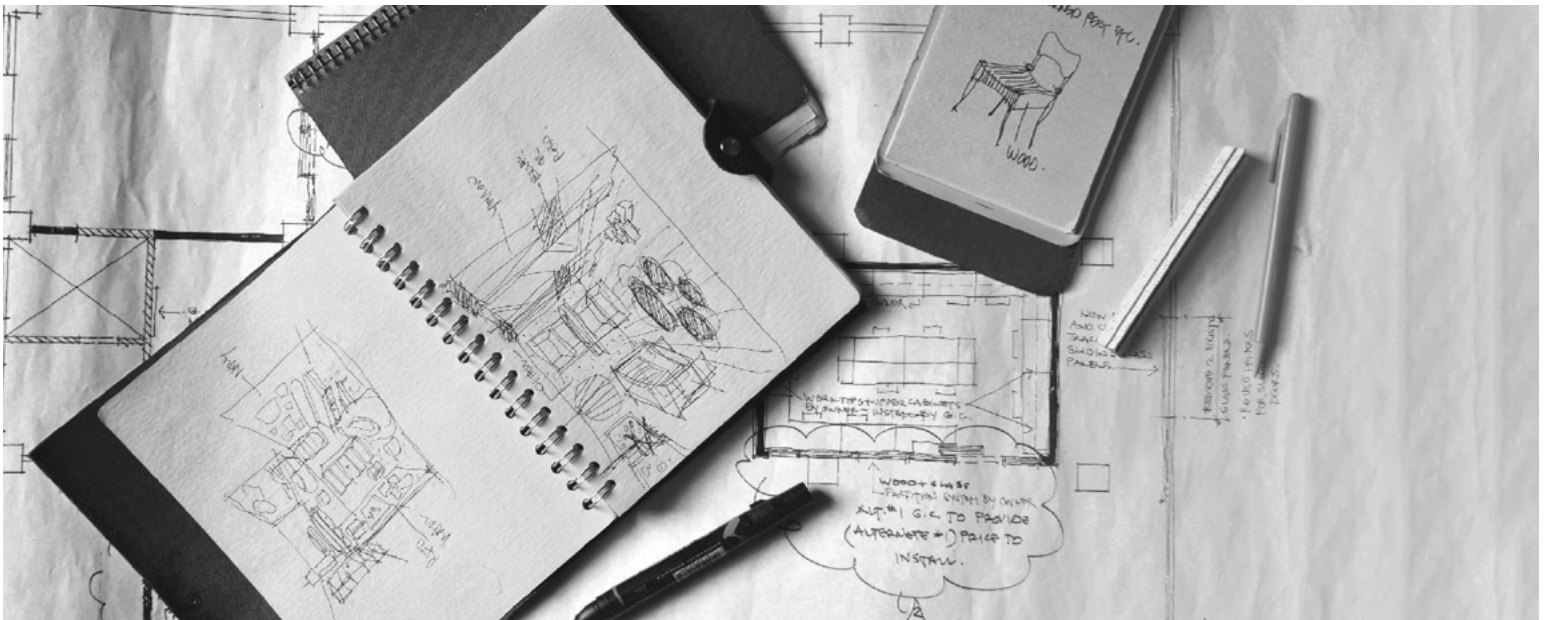
Approvals Process

We begin the submittals and approvals process as soon as we receive the deposit. Production of goods will not commence until we receive written approval for all drawings and samples.

Custom Drawings

Our engineering team will create a custom drawing for each piece on the order. These drawings are shared with design who review.

* *Drawing Timeline: Initial Request = 8 +/- business days* —————> *Revision Request = 1 +/- business day(s)*



Finish & Material Samples

We have a standard collection of over 90 different finish sample options. Upon request, physical samples can be overnighted for approval. TNT finish and fabric samples are only representative of the color and overall appearance and cannot be guaranteed as exact matches. Wood, stone, and metals vary based on irregularities of manufacture, color, surface, finish, grain, and texture.

Custom Finishes & Sizes

If you choose from our standard offering, we can match a custom finish sample if we have a physical control sample to reference. Please note custom samples may result in both time and cost implications. Finish and materials are subject to variances as noted in "Finish & Material Samples" above.

* *Sample Timeline: Standard Offering = 1 business day, Custom Sample = 5 business days*

Production

Lead Time

Each piece of furniture is individually constructed by hand by our team of skilled woodworkers and craftsmen. Please allow 10 +/- weeks for production. Production begins upon receipt of final approval. Once all order approvals are in, the lead time begins. Your PM will provide an estimated completion date and ship date.

Delivery Dates

All quoted completion and delivery dates are estimates only, and The New Traditionalists shall be liable for any delay in shipment or receipt of goods.

Force Majeure

The New Traditionalists is not liable for any delays in, inability to complete, or other default in any order for any reason or cause beyond TNT's reasonable control, including but not limited to (a) government action, war, riots, civil commotion, embargoes or martial laws, (b) TNT's inability to obtain necessary materials from its usual sources of supply, (c) shortage of labor, raw material, production or transportation facilities or other delays in transit, (d) labor difficulty involving TNT or others, (e) fire, flood or other casualty, or (f) other contingencies of manufacture or shipment. In the event of any delay in TNT's production schedule, in whole or in part, to any cause beyond TNT's reasonable control, TNT shall have such additional time for performance as may be reasonably necessary under the circumstances.

Updates

Our PM will update you on any changes to the product, timeline, etc.

Photos

We do not submit production photos.

Shipping & Packaging

Packing & Crating

Specialized packing or crating (excluding boxing) is not included in our product pricing. There will be an additional charge for packaging that your PM will let you know about prior to receiving accounting's final invoice.

Freight

We work closely with a freight logistics company to help arrange freight. We can provide a freight quote for the final invoice; however, rates are subject to change between the initial freight estimate and actual freight price at time of pickup. If there is a discrepancy, our accounting team will reach out with a revised invoice. This may be before or after the order ships.

Price Fluctuations

Cost of freight is constantly fluctuating so we cannot guarantee that the 30+ day old estimates will hold when it comes time to ship. If you received a freight estimate during the quoting process it is not included in the initial deposit. We revisit freight costs once all approvals are in.

Methods of Freight

We can arrange an FTL shipment (Full truckload) or an LTL shipment (Less than a full truckload).

FTL

- Entire truck is dedicated to your order
- Fast, direct delivery
- Furniture is boxed at no additional expense
- Practical for larger orders or fragile items (stone, glass, etc.)
- More expensive than a shared truck

LTL

- Order is in a shared truck that is stopping to make multiple deliveries
- Longer delivery times
- Furniture must be crated at an additional expense (crating cost accounts for labor and material to build the crate)
- Practical for smaller orders (1-2 items)
- Less expensive than a dedicated truck

Delivery & Install

Our carriers do not handle unloading or unpackaging. Client must arrange, or request PM to arrange, a crew to unload for larger orders for an additional fee. Client must let PM know if they would like the delivery truck to include a liftgate. Client must confirm that all pieces fit through doorway/staircases/elevators before beginning production.

Damage

If order is damaged during transit, this must be noted on the BOL. If BOL is signed clean, we cannot move forward with a freight claim or offer any compensation/reimbursement.

Closeout Documents

Below are links to the closeout documents for your order. Click on the button or image to open the desired document. Please let us know if you have any questions.



CARE INSTRUCTIONS >

Terms & Conditions

Cancellation of Order

Goods within an order may be custom made or cut, processed, altered, or treated to order specifications. As a result, orders are cancelable after ten (10) business days, and goods are not returnable at any time. After ten (10) business days, any deposit made by Customer in connection with an order is fully nonrefundable. Notice of order cancellation must be in writing to TNT within ten (10) business days and Customer is responsible to obtain written confirmation from TNT of order cancellation within the (10) business day cancellation time period.

Change Orders

Changes to an order must be in writing and require prior written approval from The New Traditionalists along with an updated Purchase Order from Customer. Changes will not be approved once production has commenced. Our accounting team will reflect the change order in the final balance invoice.

Claims & Limitations of Warranty

Goods which do not conform to their description or which are defective in material or workmanship will be repaired or replaced or the original purchase price will be credited, at Seller's option, provided that Buyer notifies Seller in writing of such defect within a reasonable time following discovery of the defect but in no event later than two (2) years after Seller's delivery of the goods to Buyer. No goods may be returned by Buyer without Seller's prior written authorization, and Buyer shall return such goods in accordance with Seller's instructions. All returns shall be subject to verification on arrival at the location specified for the return of the goods in such written authorization. The foregoing constitutes Buyer's sole and exclusive remedy and Seller's sole obligation with respect to goods furnished hereunder. Seller makes no other warranty

or representation with respect to the goods, either express or implied, including without limitation, that of merchantability or fitness for a particular use. Failure to make a claim as provided above shall constitute an irrevocable acceptance of the goods and an admission by Buyer that the goods fully comply with all terms, conditions, and specifications of Buyer's order. Seller shall not be liable for direct, indirect, incidental, special, or consequential damages, under any circumstances, including, but not limited to, damage or loss resulting from inability to use the goods, increased operating costs or loss of sales, or any other damages.

IF YOU HAVE ANY QUESTIONS, PLEASE E-MAIL US AT INFO@TNTEASTCOAST.COM