

## Pathways Order Terms and Conditions

### How to Order

Orders may be submitted online through the order form on our website [www.fflcm.org/group-orders](http://www.fflcm.org/group-orders). Please be sure to include your complete contact information, the number of each resource needed, and the date you will need the resources in hand.

### Quotes

From the information provided will generate a quote that will be sent to the email provided for your review and approval via a signature. It will include any promotional offers and an estimate for shipping. You will need to accept the quote before the expiration date to secure the promotional pricing.

### Invoices

Accepted quotes will generate a final invoice once the order has been shipped. For larger or future orders, a 25% deposit invoice may be sent to the email provided. To secure your order we require a 25% deposit on the estimated total to be paid within 30 days of the deposit invoice date. Final numbers may be adjusted up to delivery. The final invoice will reflect the total, minus the deposit.

### Sales Tax

Relevant sales tax will be added to all orders in accordance with the local and state law. In general, orders delivered outside of California are not subject to sales tax.

### Payment

We accept checks and all major credit cards for payment. Payment may be mailed to the address on the invoice or paid by card through the link provided.

### Availability

If in stock, the product will ordinarily ship them within a week's time. If backordered, there may be up to a 6 week lead time. We will do our best to communicate delivery timelines.

### Product Quality

Pre-production samples seen at presentations or provided for review may not represent final production of the resource. We strive to provide the best quality products. Materials and finishes may differ from samples.

### Shipping/Delivery Information

The customer will be responsible for the cost of shipping. For local orders (from the greater Orange County, CA area), pickup may be arranged.

### Cancellations

You may cancel your order at any time up to the time of shipment. Your deposit will be refunded.

### Return Policy

Once delivery takes place no returns will be accepted.

If you have any problems or have a question please email us at [pathways@fflcm.org](mailto:pathways@fflcm.org) and we will do our best to assist you.