

## C.O.M. CUSTOM LAMPSHADES POLICIES

### CUSTOM SHADES ORDER PROCESSING/SHIPPING

- All orders are to be submitted on the COM order form.
- A credit card number is required before custom orders are processed.
- All orders will be shipped via FEDEX Ground unless otherwise specified.
- Once an order is in production, cancellations will not be permitted.
- Changes to orders already in production will increase the lead time.

### CUSTOM ORDERS RETURNS/EXCHANGES

- If a customer is not satisfied with his/her completed order and the order DOES NOT adhere to the signed COM order form, we are fully responsible for reprocessing the order at no additional charge.
- However, if a customer is not satisfied with his/her completed order, but the order DOES adhere to the signed COM order form, the customer assumes all financial responsibility.

### C.O.M. CUSTOMER'S OWN MATERIAL

1. Please select material that is suitable for shade making.
2. Shades will be trimmed top and bottom with single fold trim unless otherwise specified. (You may provide your own trim.)
3. The yardage required for pleated shades (as noted below) is necessary for the production and will possibly allow for covering two shades.
4. Fabric must be at least 45" wide.
6. Please inspect your material carefully for the possibility of flaws before sending.

### RECOVERS & CUSTOM SHADE REQUESTS

Custom recovering of customer frames or custom sizes can be done under most circumstances. Prior to recovering, frames are coated to prevent rusting. A quote will be provided should unusual frames be requested.

**FANCY OR UNUSUAL FRAMES:** Customer must provide a photo or drawing, which must be approved by the Customs Department. Price may be higher; depending on the difficulty of the project.

**CANCELLATION:** Orders cannot be cancelled after 3 days from receipt of order; or once work has begun.

***We cannot accept changes to orders after 24 hours.***

It is always wise to fill up a shade carton. Six shades will usually fit, depending on size, so some of your shades will ride free !

**FREIGHT DAMAGE:** All shipments are inspected and packed carefully by experienced packers. Truck shipment damage claims must be filed with the delivery carrier, including concealed damage. Any internal shortages or UPS, Fed Ex damages must be reported to us within 7 days after receipt of order.

### STRETCHED SHADES

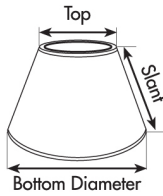
SIZE	YARDAGE REQUIRED
Up to 5"	1/3 Yard
6" to 8"	1/2 Yard
9" to 11"	3/4 Yard
12" to 14"	1 Yard
15" to 17"	1-1/4 Yard
17" Jr.	2 Yards
19" Jr.	2 Yards
18" to 20"	2 Yards
21 to 24"	2-1/4 Yards

### PLEATED SHADES

SIZE	PLEATED YARDAGE REQUIRED
Up to 5"	1-1/2 Yards
6" to 8"	2 Yards
9" to 11"	3-1/3 Yards
12" to 14"	3-1/2 Yards
15" to 17"	3-3/4 Yards
17" Jr.	4 Yards
19" Jr.	5 Yards
18" to 20"	4 Yards
21 to 24"	4-1/2 Yards

**C.O.M. CUSTOM LAMPSHADES ORDER FORM**

1) **Size** Top \_\_\_\_\_  
 Bottom \_\_\_\_\_  
 Slant \_\_\_\_\_



2) **Fitting**  
 Spider     Candle Clip (chandelier)  
 Bulb Clip     Other\* \_\_\_\_\_

\*Subject to additional charge

3) **Construction**  
 Softback     Hardback (no pleating available)

4) **Shape**

<b>Round:</b>	<b>Non Round:</b>
<input type="checkbox"/> Empire	<input type="checkbox"/> Square <input type="checkbox"/> Rectangle
<input type="checkbox"/> Coolie	<input type="checkbox"/> Oval <input type="checkbox"/> Hexagon
<input type="checkbox"/> Drum	<input type="checkbox"/> Corset <input type="checkbox"/> Inverted Cut Corner
	<input type="checkbox"/> Other* _____

5) **Style**

<input type="checkbox"/> Box Pleat	<input type="checkbox"/> Knife Pleat	<input type="checkbox"/> Plain/Stretched
<input type="checkbox"/> Smocked	<input type="checkbox"/> Shirred/Gathered	
	<input type="checkbox"/> Other* _____	

6) **Material**  
 Shade material \_\_\_\_\_  
 Shade color \_\_\_\_\_  
 Band color \_\_\_\_\_  
 Trim Provided \_\_\_\_\_  
 Lining Color  Sugar     Butterscotch  
     Other\* \_\_\_\_\_

Lining is used in Softback Construction Shades ONLY.  
 All Hardback Shades have a white polystyrene lining.

7) **Special Instructions:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

8) **Drawing Included**     Yes     No

9) **Quantity** \_\_\_\_\_    **\$ Each** \_\_\_\_\_

Date \_\_\_\_\_    Customer PO \_\_\_\_\_

Phone \_\_\_\_\_

Name \_\_\_\_\_

Fax \_\_\_\_\_

Company \_\_\_\_\_

**Ship To:** \_\_\_\_\_

Address \_\_\_\_\_

Company \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

**Total \$** \_\_\_\_\_

**Payment is NET DUE upon Shipment.**  
 \* non refundable deposit due with order

**Payment Method (credit card type)** \_\_\_\_\_

Credit Card # \_\_\_\_\_

Expiration date \_\_\_\_\_

\_\_\_\_\_  
 (Customer Signature)

**I, hereby, agree to the above order and assume all financial responsibility for my order production.**