

PACIFIC COLUMNS, INC. | 505 W. LAMBERT RD. | BREA, CA 92821
(800) 294-1098 | WWW.PACIFICCOLUMNS.COM

PACIFIC
COLUMNS
INC.

THANK YOU FOR ORDERING WITH PACIFIC COLUMNS, INC. WE APPRECIATE YOUR BUSINESS AND VALUE YOU AS A CUSTOMER.

WE OFFER SEVERAL SIMPLE WAYS YOU CAN COMPLETE YOUR ORDER. IN ORDER TO PROCESS YOUR ORDER YOU WILL NEED A QUOTE. IF YOU DON'T ALREADY HAVE A QUOTE, YOU CAN GET ONE BY CONTACTING ONE OF OUR ARCHITECTURAL CONSULTANTS AT (800) 294-1098.

1. PLACE YOUR ORDER BY FAX

ATTACHED YOU WILL FIND PACIFIC COLUMNS, INC.'S ORDER TERMS AND ELECTRONIC PAYMENT AUTHORIZATION FORMS. ONE IS FOR CREDIT CARD PAYMENTS. WE ACCEPT VISA, MASTERCARD, DISCOVER, AND AMERICAN EXPRESS. THE SECOND OPTION FOR PAYMENT IS AN EFT TRANSACTION/CHECK PAYMENT.

SIMPLY SIGN THE ORDER AUTHORIZATION FORM AND COMPLETE THE APPROPRIATE ELECTRONIC PAYMENT SERVICES FORM AND FAX THEM BOTH TO OUR SECURE FAX LINE. (714) 257-9628.

2. PLACE YOUR ORDER BY EMAIL

IF YOU RECEIVED YOUR QUOTE BY EMAIL, PLEASE CLICK ON THE ORANGE "PLACE YOUR ORDER" BUTTON. THIS BUTTON IS LOCATED ON THE RIGHT SIDE OF THE EMAIL. YOU WILL THEN BE TAKEN TO OUR SECURE ORDER AUTHORIZATION WEBSITE. SIMPLY ENTER YOUR PAYMENT INFORMATION AND THEN CLICK ON THE "PLACE YOUR ORDER" BUTTON LOCATED AT THE BOTTOM OF THE SCREEN.

IMPORTANT: If you did not receive an email quote, and would like to place your order this way, please feel free to contact us at (800) 294-1098 with your quote number and we will send you one.

3. PLACE YOUR ORDER BY TELEPHONE

TO PLACE YOUR ORDER BY TELEPHONE, PLEASE CONTACT US AT (800) 294-1098 XT. 7896. THIS WILL CONNECT YOU WITH OUR SECURE ORDER AUTHORIZATION LINE. PLEASE HAVE YOUR QUOTE AND PAYMENT INFORMATION READY. THIS OPTION IS AVAILABLE MONDAY THRU FRIDAY 8:00AM-5:00PM PST. .

4. MAIL IN YOUR PAYMENT

YOU CAN ALSO MAIL IN YOUR PAYMENT. SIMPLY SIGN THE ORDER AUTHORIZATION FORM AND INCLUDED A CHECK MADE PAYABLE TO:
PACIFIC COLUMNS, INC.

THEN MAIL TO:
PACIFIC COLUMNS, INC.
ATTN: ORDER PROCESSING
505 W. LAMBERT ROAD
BREA, CA 92821

ONCE WE HAVE RECEIVED YOUR ORDER WE WILL FORWARD IT FOR IMMEDIATE PROCESSING. THANK YOU AGAIN FOR YOUR BUSINESS. IF YOU HAVE ANY QUESTIONS ABOUT OUR PAYMENT METHODS, PLEASE CONTACT US AT (800) 294-1098.

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PAYMENT SERVICES

AUTHORIZATION AGREEMENT FOR PAYMENT

I. BILLING & SHIPPING INFORMATION:

BILLING INFORMATION: CHECK IF SAME AS QUOTE

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SHIPPING INFORMATION: CHECK IF SAME AS QUOTE CHECK IF SAME AS BILLING

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

2. PAYMENT INFORMATION:

ACCEPTED CREDIT CARDS



A. PAYMENT OPTION - IF YOUR ORDER IS LESS THAN \$6000.00, ENTER THE FULL AMOUNT UNDER 1ST PAYMENT AMOUNT.

1ST PAYMENT AMOUNT: \$ _____ CREDIT CARD CHECK ELECTRONIC FUNDS TRANSFER

B. PAYMENT OPTION - IF YOUR ORDER IS GREATER THAN \$6000.00 PLEASE ENTER YOUR 1ST PAYMENT AMOUNT AS 50% OF THE ENTIRE ORDER AND YOUR 2ND PAYMENT AMOUNT AS THE BALANCE. THE 1ST PAYMENT WILL BE PROCESSED IMMEDIATELY. THE 2ND PAYMENT WILL BE AUTOMATICALLY PROCESSED 5 BUSINESS DAYS PRIOR TO SHIPPING.

1ST PAYMENT AMOUNT: \$ _____ CREDIT CARD CHECK ELECTRONIC FUNDS TRANSFER

2ND PAYMENT AMOUNT: \$ _____ CREDIT CARD CHECK ELECTRONIC FUNDS TRANSFER

3. SIGNATURE AUTHORIZATION:

I, THE UNDERSIGNED, AM AUTHORIZED TO PAY THE AMOUNT SHOWN UNDER 1ST AND 2ND PAYMENT AMOUNT. I PROMISE TO PAY SUCH AMOUNT (TOGETHER WITH ANY OTHER CHARGES DUE THEREON) SUBJECT TO AND IN ACCORDANCE WITH THE AGREEMENT GOVERNING THE USE OF SUCH CREDIT CARDS AND/OR BANKING ACCOUNTS.

SIGNATURE OF AUTHORIZED ACCOUNT HOLDER

PRINT FIRST, MIDDLE INITIAL, AND LAST NAME

DATE

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STAPLE CHECK HERE

PAYMENT TERMS

ON ALL ORDERS LESS THAN \$6,000.00 FULL PAYMENT IS REQUIRED AT THE PLACEMENT OF AN ORDER. ON ORDERS OVER \$6,000.00 HALF THE TOTAL MUST BE PREPAID AND THE REMAINDER DUE BEFORE SHIPMENT UNLESS OTHER PRIOR ARRANGEMENTS HAVE BEEN MADE.

SHIPPING INFORMATION

ORDERS SHIPPING COMMON CARRIER REQUIRE YOU TO UNLOAD THE ITEMS. DEPENDING ON THE SIZE OF YOUR ITEMS YOU MAY NEED A FORK LIFT OR OTHER UNLOADING EQUIPMENT. IF YOU DO NOT UNLOAD YOUR SHIPMENT OR ARE NOT AVAILABLE TO RECEIVE OR UNLOAD YOUR SHIPMENT, YOU WILL BE RESPONSIBLE FOR ANY INCURRED EXPENSES IN CONNECTION WITH YOUR ORDER AND WILL BE BILLED DIRECTLY FROM THE COMMON CARRIER. UPON RECEIVING YOUR ITEMS PLEASE INSPECT THEM THOROUGHLY FOR DAMAGE. IF YOU FIND THAT ONE OR MORE OF YOUR ITEMS ARE DAMAGED, PLEASE CONTACT OUR CUSTOMER SUPPORT CENTER AT (800) 294-1098 IMMEDIATELY. ANY CONCEALED DAMAGE CLAIMS MUST BE REPORTED WITHIN 72 HOURS OF DELIVERY.

LEAD TIMES

ALTHOUGH EVERY EFFORT IS MADE TO SHIP YOUR ORDER ACCORDING TO THE ESTIMATED LEAD TIME PROVIDED, SHIPPING DATES MAY CHANGE DUE TO CHANGES IN SUPPLY AND/OR, MANUFACTURING TIMES. PACIFIC COLUMNS, INC. WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES OR ANY LOSS OF REVENUE, PROFITS, OR LABOR ARISING IN CONNECTION WITH THIS ORDER.

RETURN POLICY

WE ARE PLEASED TO OFFER ARCHITECTURAL PRODUCTS THAT ARE CUSTOM MANUFACTURED TO YOUR SPECIFICATIONS, AND WE ENCOURAGE YOU TO REVIEW YOUR ORDER CAREFULLY. SINCE THE PRODUCT IS BUILT TO YOUR SPECIFICATIONS, THE ORDER CANNOT BE CHANGED, MODIFIED, OR CANCELLED ONCE YOUR ORDER IS IN PRODUCTION. CUSTOM PRODUCTS INCLUDE BUT ARE NOT LIMITED TO ALL WOOD COLUMNS, ENDURA STONE COLUMNS THAT ARE SPLIT, TRIMMED, OR EXACT FLUTING, CUSTOM RAILING OR BALUSTRADE, CUSTOM VINYL SHUTTERS, CUSTOM CUPOLAS, CUSTOM URETHANE MILLWORK, LIKE CROSSHEADS AND PEDIMENTS, AND ALL PRODUCTS THAT ARE MANUFACTURED TO YOUR SPECIFICATIONS. PRODUCTS THAT ARE RETURNABLE MUST BE DONE SO WITHIN 30 DAYS OF RECEIPT AND ARE SUBJECT TO A 20% RESTOCKING FEE. PLEASE CAREFULLY REVIEW ANY CUSTOM-MANUFACTURED OR MODIFIED PRODUCT ORDERS. ALL CUSTOM OR MODIFIED PRODUCTS ARE NON-RETURNABLE AND NON-REFUNDABLE.

THANKS AGAIN FOR ORDERING WITH PACIFIC COLUMNS, INC. IF YOU HAVE ANY QUESTIONS ABOUT ANY OF THE TERMS LISTED ABOVE, PLEASE CONTACT YOUR SALES REPRESENTATIVE BEFORE YOU PLACE YOUR ORDER.