

Vertical Illusion requires a written purchase for all orders and sample requests. Purchases should be emailed to orders@verticalillusion.com, or faxed to (602)-404-0692. As a general rule, no material will be released without a purchase order.

All goods should be inspected within 48 hours of receipt. Failure to notify Vertical Illusion of any discrepancies within 48 hours will be deemed acceptance of goods. While we will make every attempt to correct the situation, if discrepancies are not reported within 48 hours of receipt, VI reserves the right to charge for the replacement product and any associated shipping costs.

If an error has occurred, any required replacement material will be sent out in the same manner that the original order was sent. It will not be shipped next day air or in an expedited fashion unless the customer is willing to accept the charges for such.

Part of the inherent beauty of the Vertical Illusion product is that coloring, veining, and shading is unique on each piece. All materials should be inspected carefully before installation, and must be blended to ensure a more equal distribution of any possible variations. Veining and shade variation is not considered a product defect. **No claims will be accepted for any reason after material is installed.**

All prices are from our Phoenix warehouse. Residential fees apply to shipments to a non-commercial address.

Vertical Illusion reserves the right to change pricing, terms and conditions of any sale without prior notice.

Vertical Illusion recommends that only licensed, bonded, and knowledgeable installers do any work that may be required to install any of our products. Vertical Illusion is only a supplier and even if we should recommend any installers, it is up to the client/contractor to decide what is best for them. Vertical Illusion doesn't assume any liability for the installation of products.

In the event that you arrange your own shipping, Vertical Illusion isn't liable for any damages that may occur but does insure that all goods will leave in good condition. Clients have the right to inspect any merchandise before it leaves our warehouse. Also, we recommend approving your pallets before they leave.

All orders must be picked up within 21 days from the time of placing the order or they will be returned to stock. Please advise us at the time of place the order if you require additional time.

Payment Terms

- > All payment is due upon receipt, unless an account has been opened in advance with our credit department.
- > When credit is granted, terms are 30 days: interest at 1.5% per month (18% annum) will be charged on all past due balances past 30 days.
- > Any account going past 60 days, will forfeit any credit terms and require COD on any orders.
- > All Checks are subject to a \$35 returned check fee.

Return of Material

- > Vertical Illusion reserves the right to accept or reject any returns. However, any special orders or custom orders aren't refundable. All returns are subject to a 25% restocking fee. If the material was shipped to the customer, the shipping costs will be deducted from the refunded amount.
- > No material may be returned to Vertical Illusion without prior authorization, and must be done within 30 days of the invoice date. No returns will be accepted after 30 days.
- > All materials must be returned in the original, resalable position. Vertical Illusion doesn't assume the cost of any return delivery charges. When possible, Vertical Illusion will give a store credit for all returns.

2514 East Mohawk Lane Suite #101, Phoenix, AZ 85050
Phone: 602-788-0662 | Fax: 602-404-0692
orders@verticalillusion.com | verticalillusion.com