

ANITA SUPPLY CENTER SPECIAL ORDER TERMS & CONDITIONS

We ask that you take the time to read and review the following.

We appreciate your understanding.

As of February 28, 2026, Anita Supply Center implemented a new policy for special-order items. We offer a variety of products that can be customized to meet your specific needs. Please carefully review the following terms before placing your order.

What is a Special Order? A special order is a product that is not regularly stocked and is customized to your specifications, including size, color, finish, or other features.

Order Confirmation: Once your special-order item(s) have been configured, a team member will provide you with a quote.

Before your order can be placed, you must sign the quote to confirm that all details are accurate, including:

- Size
- Color
- Specifications
- Pricing

Your signature confirms that you did receive a copy of your quote and that all information on it is correct. You are also required to have an approved credit account established.

Customer Responsibility for Accuracy: Customers are responsible for providing accurate measurements and specifications.

Once a quote is signed and approved, Anita Supply Center is **not** responsible for **any** issues resulting from incorrect information provided by the customer.

Deposit Policy: A minimum deposit of **50% of the total special-order cost** is required before an order can be placed. Once the order is placed and the deposit is paid, the deposit becomes **non-refundable**, even if you choose **not** to proceed with the order. In cases of vendor issues or item discontinuation, exceptions may be made at our sole discretion.

Changes to Orders: Once an order is confirmed and the deposit is paid:

- Changes (size, color, quantity, etc.) are not guaranteed.
- Changes may result in delays or additional fees.
- All changes must be submitted in writing.
- Approval is subject to manufacturer.

Delivery & Delays: Special orders require processing time. Delivery dates vary depending on the product and manufacturer. An estimated arrival date will be provided when available.

- All dates are estimated and subject to change.
- Customers will be notified of any changes to the expected delivery date.

Anita Supply Center is **not** responsible for delays caused by manufacturers, freight carriers, or supply chain disruptions.

Order Arrival:

When your order arrives here to Anita Supply Center:

- Your order will be invoiced directly to your account.
- You will be notified when the order is ready.
- The remaining balance is due according to your account terms.

Inspection & Damage Claims: When your order arrives, Anita Supply Center team members will inspect it for visible damage or defects. You are also required to inspect your order at pickup or delivery.

Please check for any visible:

- Damage
- Defects
- Build errors
- Specification issues

Any **visible** issues must be reported within **14 days** of you being notified the product has arrived.

If you are unable to inspect your order within this 14-day period, Anita Supply Center will not accept returns or exchanges for physical defects or damage caused by the manufacturer or during transportation. Plan your schedule accordingly when ordering your special order items.

All claims are subject to vendor terms and conditions. Manufacturer warranty claims remain subject to manufacturer policies.

Returns and Exchanges: Special-order items are **non-returnable and non-exchangable**, except in cases where the product is:

- Defective
- Damaged
- Not built to order specifications by manufacturer

Returns or exchanges will not be accepted if the error is due to incorrect measurements or specification provided by the customer.

If a manufacturer error occurs, we will work directly with the vendor to coordinate repair or replacement. *Please refer to our Return Policy for further details.*

Installation Disclaimer: If a product is installed **before** damages or defects are reported:

- Under no circumstances is Anita Supply Center responsible for labor or material costs associated with removal, repair, or replacement.

Storage Policy:

- A weekly storage fee of \$75 will be charged if an order is not claimed within 60 days. You will be notified when storage fees begin.
- Anita Supply Center reserves the right to withhold sale and retain a special order item if it is not claimed within 1 calendar year or if a customer refuses to pay their storage fees.

Contact Information

For questions about special orders, contact Anita Supply Center during our business hours (Monday–Friday, 8 AM to 5 PM and Saturday 8 AM to 12 PM) at 712-762-3321 or anitasupply@gmail.com.

OUR THANKS

Thank you for your continued support in choosing to partner with Anita Supply Center.

Policy Review: This policy is reviewed periodically and updated to maintain optimal customer service and operational efficiency.