

Chadima Furniture Service Claims Policies and Pricing

Thank you for your inquiry and notice to have Chadima Furniture & Restoration perform your repair or touch-up for your client. This policy sheet will be sent or faxed to you **BEFORE** we do any work. If you have questions or concerns about our policies, contact us immediately. DO NOT WAIT to contact us, as we will begin the process of your claim immediately.

**ESTIMATES/PRICES ARE GOOD FOR 30 DAYS ONLY!!
AFTER 30 DAYS YOU MUST REQUEST PRICING AGAIN.
ALL NEW CLAIMS COMPANIES MUST AGREE TO THESE TERMS IN WRITING
BY RETURN FAX OR E-MAIL BEFORE WE WILL START YOUR CLAIM!!!!**

Please fax or e-mail us the following statement:

“(Your company name) agrees to all terms and conditions set forth by Chadima Furniture and Restoration as stated in their policies and pricing guide.

” Please sign statement and be an authorized representative

e-mail MUST have the authorized representative's name in the e-mail address.) (Example: BChadima@chadimafurniture.com)

Fax your signed statement - 319-862-1055

E-mail your signed statement - BChadima@chadimafurniture.com

Chadima Furniture will inspect and work on ONLY wood and upholstered related items. We will NOT inspect or replace glass in furniture. All other items (appliances, pictures, glassware, electronic items, etc.) should be forwarded to another vendor for any inspections/repairs. Thank you for your inquiry and notice to have Chadima Furniture & Restoration perform your repair or touch-up for your client. This policy sheet will be sent or faxed to you **BEFORE** we do any work. If you have questions or concerns about our policies, contact us immediately. DO NOT WAIT to contact us, as we will begin the process of your claim immediately.

Our policies are:

- **MOBILE SHOP TRUCK RATES*: \$100.00/hour/man from the time we leave our shop to the time we return.**
- Our normal business operating hours are Monday - Friday 9AM to 5PM. Evening a weekend appointments are available at overtime rates.
- We will do our best to contact your client within 48 hours (during our normal work week) of receipt of your fax or call.
- We will either be in contact directly with your client by phone, or leave a message in the event your client is not home or not available at their work number (if given).
- We will perform any work during normal business hours at our standard rate. (9AM-5PM \$75/hr/person)*
- We will do our very best to accommodate your client AND YOU, as far as working during normal business hours. If it is not possible to have your client home during normal working hours, we WILL perform any work after hours at the rates listed. If you will not approve overtime hours rates, contact us **immediately** after receiving our claims terms.**
- We will charge for estimating as well as work performed, with a one hour minimum.
- Parts, accessories, and or any additional items needed to complete the job may need to be purchased for some jobs. Any additional items needed may require us leaving the client location temporarily, to acquire. All parts and accessories will be added to your invoice, as well as time away for acquiring.
- Billing rates begin with the time we leave our store to the time we return.
- There will be a 1 hour minimum charge for estimates only, in the event claim items must be replaced. We will recommend replacement of any pieces that we feel warrant it.
- No additional fee's will be charged for mileage in the event we are taken out of town to perform service work.
- There will be a minimum of one hour charge, regardless of time involved, or end result of your claim. (In the event our estimate cost is not approved)
- Billing will be done in 1/2 hour increments, after the first hour of service.
- Your client will be required to sign an agreement stating that they are satisfied with the work that was performed.
- All invoices and customer signed agreements will be faxed back to your company after work has been completed.
- **We will perform our work as fast as possible for you and your client. We expect to be paid in a similar fashion. Our terms are net on receipt of invoice.**
- **Any claims not paid within 10 normal days and received in our office on or before the 15th normal day will result in delays or denial of your next request for a claim.** If this presents a problem with your accounting department's pay periods, please notify us immediately. Otherwise, 1st time late payments will require pre-payment of all future claims before work will be performed again, and/or receive the above mentioned results. We reserve the right to invoice your customer for unpaid amounts, or turn over for collection to Dun and Bradstreet. This WILL affect your credit rating.
- **LEGAL FEE'S:** In the event legal proceedings are instituted by Chadima Furniture & Restoration to collect any sums due it from customer, customer agrees to pay reasonable attorney fees and any and all court costs incurred by us.

•**PAST DUE ACCOUNTS:** All accounts not paid in full and received in our office on the 15th normal day after our invoice date will receive finance charges of 18% annual or 1.5% per month at the beginning of each month. No refunds for interest charges apply.

•**COLLECTIONS:** In the event your account goes past 30 days, Chadima Furniture & Restoration reserves the right to turn your account over to **Dun and Bradstreet** for collection.

***Standard mobile shop truck rates: *100.00hour/man**

***Overtime mobile shop truck rates: \$200.00/hour/man**

***Standard business hour rates: \$75.00/ person/hour**

****Overtime business hour rates: \$150.00/person/hour (after 5:00 pm or weekends)**

If you will not approve of any overtime hours, we need to be notified immediately. No overtime hours allotment may result in some claims not being performed due to customer's working hours.

Ways to contact us are:

Chadima Furniture & Restoration 116 15th St. N.E. Cedar Rapids, IA 52402
PHONE (319) 364-0044 **FAX** 319-862-1005 **TOLL FREE** 1-800-660-8373
Mobile (319) 360-6449 **E-Mail** infosales@chadimafurniture.com