

## Custom Color Options

Available in Amhurst<sup>®</sup> Shutters, Sussex<sup>®</sup> shutters and Sussex<sup>®</sup> blinds.

<b>Option (Color Code)</b>	<b>Sample Size</b>	<b>Confirmation Process</b>
<b>Custom Solid (C01)</b>	At least 4" x 4" on a clean, flat surface such as wood or cardboard	All orders require customer's <b>confirmation via actual swatch</b> in the mail before production. Additional shipping and handling fee applies.
<b>Custom Stain (C02)</b>	At least 4" x 4" on a clean, flat surface such as wood or cardboard	All orders require customer's <b>confirmation via digital photo OR actual swatch</b> in the mail before production. Additional shipping and handling fee applies.

\* Amhurst Shutters: Custom paint only

Note:

- 1) All custom colors will only be finished with the standard gloss used on all Norman products.
- 2) Please be aware that we will only be able to match the tone instead of the texture or finish of the sample you submit.
- 3) Only one dispute is allowed during the color confirmation process.
- 4) Customer may waive confirmation to shorten production lead time. Norman<sup>®</sup> will not be responsible for any color variation afterwards.

## Cancellation and Modification

- Once an order has been submitted, the custom color surcharge fee is not refundable.
- Each change made to the order after confirmation will incur an additional surcharge plus any applicable fee.
- For cancellation made after confirmation, surcharge will not be refunded.

## Production Lead Time

- **Regular shutters or blinds:** Six to eight weeks from the day the custom color order and on-hold questions are confirmed
- **Specialty shaped shutters or blinds:** Eight to ten weeks from the day the custom color order and on-hold questions are confirmed

Note:

- 1) Mail-in confirmation swatch generally takes two weeks upon receipt of the sample.

**Color Sample Storage**

- A wood color sample will be stored up to one year for remakes, reorders and/or new orders. A sample from the original product is required for remakes and reorders after one year.
- All reorders and/or new orders from a stored color swatch are subject to the standard custom color fee.

**Value Declared For Mail-In Color Sample**

- Please use your own judgment to decide what the fair market value is for the replacement of his/her package. Customer will be responsible for accessorial fees including all duties and taxes.
- A 17% tax will be applied to the total amount of the package value and Cost-Insurance-Freight (CIF) combined.

**I understand and accept that there may be variations in the finished product from both the original sample color and/or the color confirmation photo/sample due to those factors mentioned above. Such variations within industry tolerances neither constitute or create sufficient or valid reason for refusal of any order, nor to withhold or refuse payment towards my account.**

**I also agree to comply fully with all the policies stated above.**

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name(please print): \_\_\_\_\_

Cust ID: \_\_\_\_\_