Terms and Conditions

Order Information – The minimum order for domestic customers is $500.00 for each shipping location. A surcharge to process orders below the minimum is not available.

Lead Time – Once terms have been established, orders containing pictures will typically ship in four to six weeks. (We manufacture framed art specific for each order) Orders consisting solely of Ceramics & Décor can usually ship in 2-3 weeks.

Open Account – Our terms are Net 30. Please complete and return an Accessories By Sherwood Credit Application. This process may take several weeks, depending upon your credit references response time.

Credit Card – Many customers prefer to use their Credit Card. We accept Visa, Master Card, Discover and American Express. This enables us to process your order without waiting for credit verification. Please complete and return our Credit Card Authorization Form. Your card will not be charged until day of shipment.

Fax Check – We will call you with your final totals, when your order is nearing completion. You simply fax us a copy of your completed check and you keep the original.

Freight Program – Our Freight Program is FOB Elkhart. Indiana and is based on "Dock to Dock" Services.

Accessorial Charges, Islands and other Poorly Accessible area's where freight costs may be excessively high are not included in our freight program.

"Freight Discounts" are earned when your invoice is paid within terms.

Freight Caps		
Zone		$1000+
1 & 2	----	10%
3	----	12%
4	----	15%

Freight – Shipments are sent via common carrier unless other arrangements have been made. Freight is based on a mixture of product (i.e. art, mirrors, décor). Our Freight program "may not apply" if orders consist of 100% décor items, due to a higher freight classification. Our freight program applies only to our chosen carriers, due to negotiated pricing.

Notice – Freight Companies are constantly changing. We are now invoiced for "Accessorial Services", which may include, but are not limited to: residential delivery, inside delivery, notification before delivery, appointment, limited access, re-delivery, and lift gate delivery, etc. Accessorial Charges are not included in our Freight Program; you will be invoiced for them.

Please complete and return our Shipping & Receiving Request form so we can choose the best Freight Carrier for your needs.

You will be invoiced for any accessorial charges that were not included in the original freight quote. This would include verbal instructions given to the driver at time of delivery, which result in additional fees from the freight carrier.

Back Orders – Every effort is made to ship each order complete. Items that are out of stock will be cancelled. Our freight program applies to the initial shipment only.

Damages-Discrepancies – Do Not Refuse your Shipment. Simply record the Damages or Discrepancies on the Delivery Receipt before you sign, then call or fax us within 2-3 days from receipt of product, with a damage report. Freight Companies dictate that we file damages or discrepancies to them, within a few days. This will insure your claim will be processed with a minimal amount of effort on your part.