

Terms and Conditions

Orders

Orders can be placed by fax (201.750.4780) or e-mail through our Customer Service Specialists. If you have any questions, please contact the Customer Service Department at 201.750.5170. Please clearly state pattern name and color on any purchase orders.

Terms

Pointe International sells to **authorized distributors and selected manufacturers only** with a valid resale certificate. Established accounts will be invoiced net 30 days, FOB NJ to their credit standing and limit. All others will be invoiced prior to shipment. To establish terms, a credit application along with trade references must be submitted. Pointe International accepts American Express, MasterCard and Visa credit cards with a processing fee.

Website / Sampling

The Pointe International website exclusively services trade accounts who have established accounts with Pointe International and its affiliated companies. Only swatch samples (at no charge) may be ordered via the website. All orders must be placed through our sales and customer service department.

Quality Control

The Pointe International Quality Control Department carefully inspects all products prior to shipment. If an exact color match is required, a cutting for approval must be requested with the order. Customers should carefully examine all shipments before cutting to verify correct pattern and color. Color variations will occur as each dye lot is unique. Pointe International cannot be held responsible for color variations that are within commercially acceptable standards. Any additional treatments or flame retardant processes will void any warranty provided by Pointe International.

Pattern Repeats

All repeat sizes are approximate measurements. Allowance should be given when calculating yardage needed.

Returns

Returns will not be accepted without a Return Authorization Number from Pointe International. Customers should carefully examine the product before cutting to verify correct pattern and color. If an order has been cut or used in any way, returns will not be accepted. Returns will be subject to shipment and handling charges in addition to the below restocking fees:

- Full Bolt Orders – 25% restocking charge
- Cut Orders (10 yds. and more) – 30% restocking charge
- Cut Orders (Less than 10 yds.) – No credit

All claims and returns must be made within sixty (60) days of receipt of the goods. Once a Return Authorization is issued, it must be returned within thirty (30) days or the return will become void. Returns and cancellations are not accepted for custom products or products with additional treatments. Leftover or cut materials cannot be returned under any condition.

Reserves

Reserves will be held for a period of five (5) business days. If additional time is needed, it can be extended another five (5) business days. But, if another customer provides a purchase order of the same product, the initial customer will have two (2) business days to submit a purchase order or the reserve will be forfeited.

Product

All products are subject to changes in price and availability at any time without prior notice.

Shipping

All Pointe International product will be shipped from our facility in Northvale, NJ. Please contact our Customer Service Department if you have any questions regarding shipping or tracking. Large orders that meet certain minimum requirements can be drop shipped directly from the mill to the port of an overseas location.

Custom Projects

Pointe International can work with you to develop tailored designs and patterns in faux leathers and textiles.

Custom projects will require a non-refundable 50% deposit. They will be subject to a minimum yardage requirement and up to 10% yardage overage. Custom projects are non-cancellable and non-returnable. Lead-times will vary depending on the product type and complexity of the project.

Pointe International Limited Warranty

Pointe International guarantees to the original purchaser that all products under normal wear and tear conditions will perform in accordance with generally accepted industry standards during single shift operations with proper maintenance using the appropriate cleaning agents and for the purpose intended for a period of one (1) year.

In the unlikely event that a product does not perform to the above standards, Pointe International will refund up to the purchase price or replacement of a product with a mutually agreed upon replacement. Pointe International will not be held responsible for any labor costs under any circumstance. The warranty is non-transferable.

The warranty does not apply to the following:

- Improper use or maintenance
- Improper storage or handling
- Installation contrary to instructions or industry standard practices
- Unusual environmental or atmospheric conditions
- Use of any incompatible adhesives, materials, or tools.
- Any post treatment of the products applied after the purchase
- Any damages or issues from external reasons unrelated to the product
- Labor charges or claims of consequential damages

Mold

Pointe International specifically advises all parties that mold will grow if moisture/water is allowed to be accumulated. Pointe International is not responsible or liable for any claim related in this situation

Dyes

Certain clothing and accessory dyes such as denim jeans may taint lighter colors which is often irreversible. Pointe International will not be responsible or liable for any claim related to such dye transfer.