

TALIWOOD CABINETS

Dealer Terms & Conditions

Effective: May 2026

Entity: TaliWood Cabinets LLC

Applies to: Authorized Dealers

The current version of these terms is always posted at taliwood.com/terms-conditions.

These Terms & Conditions govern the dealer relationship between TaliWood Cabinets LLC and our authorized dealers. They cover order placement, payment, shipping, delivery, claims, returns, and program participation. By placing an order with TaliWood, you agree to the terms below.

Note to Dealers

This document is a working version of TaliWood's dealer terms and is subject to ongoing review. For the most current operational policies on any specific topic — including current pricing, lead times, and program credits — please refer to your dealer portal or contact your TaliWood account manager.

Dealer Responsibilities

As an authorized TaliWood dealer, it is your responsibility to communicate our policies, product information, order details, and claim procedures to your customers. TaliWood will not provide order or product details directly to your customers, and we will not be held responsible for inaccurate information communicated by you or your associates.

All online resale of TaliWood products requires prior written approval from TaliWood. If online resale is approved, you may resell only on the website specified at the time of approval. Approval for resale on additional websites must be obtained separately.

Before publicizing your selling price for any TaliWood product, you must adhere to the minimum advertised price (MAP) policy as confirmed with your TaliWood representative.

Order Processing

Orders from approved TaliWood dealers are accepted through the dealer portal. Payment terms are confirmed at the time of order placement. This includes backorders and approved written add-ons.

Orders are COD by default: payment in full is required before an order is processed. Net 30 terms are available to qualifying dealers upon approval of a credit application; contact dealers@taliwood.com to apply. Payment may be made by ACH, Wire, or Credit

Card. Checks are not accepted. Credit Card payments are subject to a 3% processing fee applied to the total invoice amount.

Order Changes & Cancellations

Modifications and cancellations are free within twenty-four (24) hours of order confirmation.

After 24 hours and before the order is picked, a \$75 flat modification fee applies to any change, including line-item swaps, additions, quantity adjustments, and full cancellations.

After an order has been picked, changes are no longer possible. Cancellations made after an order has been picked are subject to a 10% processing fee.

Cancellations made after an order has been loaded onto a carrier's truck or otherwise picked up are subject to a 20% restocking and processing fee.

Lead Times & Shipping

Standard shipped orders are processed and shipped within three (3) full business days of order placement. Warehouse pickup orders are processed and made available for pickup within three (3) full business days. "Day One" begins the next full business day after the order is placed.

Rush Service

Rush shipping is available for an additional fee on qualifying orders, subject to total quantity review. The Rush Fee applies to warehouse processing time only and does not apply to transit time to the destination. Same-day warehouse pickup is available for qualifying orders placed by 12:00 PM local warehouse time, with a minimum 3-hour processing time. Same-day shipping is available for qualifying orders placed by 12:00 PM local fulfilling-warehouse time. Orders placed after 12:00 PM are processed the following business day. Rush service must be selected at the time of checkout.

LTL Freight Shipping

All LTL freight orders are packaged in individual boxes, placed on a pallet, shrink-wrapped, and strapped.

LTL freight shipping charges are calculated at the time of checkout.

Standard LTL transit time is two to five (2-5) business days. Allow at least one additional day for residential deliveries and deliveries requiring a scheduled appointment.

You will receive a tracking number by email the day after the order ships.

All destinations must be tractor/trailer accessible. Limited Access Fees of \$100 may be applied where they are not.

For residential deliveries and deliveries requiring an appointment, the freight company will contact you 24 hours in advance to schedule (typically a 3-4 hour window).

Shipping charges cover one (1) delivery attempt. Customers are responsible for additional shipping and handling charges resulting from delivery failure due to customer circumstances.

TaliWood reserves the right to fulfill orders across multiple shipments from different distribution facilities, without prior notification and at no additional cost. If a customer requests changes to their selected shipping method after checkout, additional charges may apply.

LTL Delivery Policies

For deliveries with lift-gate service selected at checkout, the driver is responsible only for placing the pallet on the ground.

Address classifications are based on city zoning. A commercial property in a residential zone is treated as a residential delivery and is subject to residential delivery fees and conditions.

A responsible party must be present to inspect, inventory, and sign for the delivery.

Regional delivery services are available in select markets. Rates and services vary by market.

You must note any discrepancy between the number of pallets delivered and the number listed on the driver's delivery receipt.

Careful inspection of packaging condition is required to file freight claims. Any visible damage must be noted on the paperwork at time of signing and documented with photos. Even when contents have not been confirmed damaged, you must indicate any external damage on the delivery receipt to preserve the right to claim concealed damage later.

Do not reject damaged shipments. Accept the delivery, document the damage, and file a claim through the procedures below.

Warehouse Pickup Orders

Orders must be picked up within ten (10) business days of receiving the "Ready for Pickup" email notification.

After ten business days, storage fees accumulate at \$25/day per open order, capping at \$250 after two weeks.

Five weeks after the Ready-for-Pickup notification, the order will be returned to inventory and refunded less the \$250 cap and a 10% restocking fee.

If storage fees are applied, the order will be released for pickup only after all assessed fees are paid in full.

Warehouse pickup orders are not palletized, wrapped, or strapped for shipping purposes.

If you arrange a delivery service that requires secure palletizing, the order will incur additional packaging and labor fees and must be approved by TaliWood prior to pickup.

For liability reasons, TaliWood will not assist in loading warehouse pickup orders without approval from the pickup party.

TaliWood does not accept transit damage claims on warehouse pickup orders that are picked up or shipped via delivery services contracted at the dealer's discretion.

Damage, Shortage & Replacement Claims

TaliWood has final determination of resolution for any manufacturer warranty claim submitted. Solutions should be discussed with TaliWood prior to being communicated to the end customer. Blemishes or other damage that does not impact the structural integrity of a cabinet will not warrant a full cabinet replacement. TaliWood reserves the right to provide alternative products or components as solutions.

Freight claims for visible damage or shortage are accepted only when documented on the bill of lading at the time of delivery. Freight damage claims must be filed within five (5) business days. Claims will not be honored without the proper paperwork noting the damage at the time of delivery.

How to File a Claim

To file a claim for damage or shortage, email claims@taliwood.com with the following:

- Order number
- Buyer's name
- Shipping address for replacements
- Brief description of the damage or shortage, including item numbers and parts
- Photos of the damaged product
- Photos of the damaged packaging (required to be eligible for full replacement)

We will review the claim within 48 business hours of receipt. Replacements will ship within 24-48 hours of approval. Expedited shipping is not available for replacements or parts.

Claim Windows

All damage must be documented and reported upon opening the boxes.

Missing items must be reported within two (2) weeks from delivery.

Concealed damage must be reported within thirty (30) days from delivery.

Items that have been assembled or installed cannot be claimed as damaged.

TaliWood is not responsible for any labor costs associated with the installation of its products, including for items found to be defective or damaged in transit.

Returns & RMA

All returns must be authorized by TaliWood prior to return shipment. Send authorization requests to claims@taliwood.com.

Returns must be received by TaliWood within thirty (30) days of purchase.

All items must be returned in their original, unopened packaging.

No returns are accepted on trim, mouldings, fillers, panels, or sales tools.

Qualifying returns are subject to a 20% restocking fee.

The customer is responsible for arranging and paying for all return shipments.

Any returned product deemed unsellable will not receive credit.

Marketing Policies

TaliWood is not liable for marketing costs incurred by dealers in marketing our products. Private labeling is permitted at the dealer's discretion. The use of TaliWood images, sales materials, or other branded assets in your private-label marketing requires written release. Email dealers@taliwood.com for image and asset access.

Display Program

TaliWood is happy to partner with our displaying dealers. We offer a 50% credit on TaliWood products that are ordered and installed in a dealer's showroom. Display products may not be put to functional use; desks, bathrooms, breakrooms, and similar functional installations are not eligible for credit. Each dealer can earn up to a total of \$2,500 in display credits.

Display items must be ordered through the dealer portal, paid in full, and accompanied by photos of the showroom installation sent to dealers@taliwood.com before a credit is released. Drop-shipped items do not qualify for the Display Program.

Third-Party Design Software

TaliWood does not guarantee the accuracy of any third-party design software, including but not limited to 2020 Design and ProKitchen Design. For accurate product specifications and current pricing, refer to your dealer portal.

Warranty

For TaliWood's full Limited Lifetime Warranty terms, including what is and is not covered and the warranty claim process, see our Warranty page at taliwood.com/warranty.

Changes to These Terms

TaliWood reserves the right to revise these Terms & Conditions at any time. The current version is always posted on this page with an effective date. Continued participation in the dealer program constitutes acceptance of the current terms.

Questions

For questions about these Terms & Conditions or about specific operational policies, contact:

- Dealer Program: dealers@taliwood.com • (877) 633-3330
- Claims: claims@taliwood.com

- General: hello@taliwood.com
- By mail: TaliWood Cabinets LLC, 10450 Greens Crossing Blvd, Houston, TX 77038