

# Hospitality Collection Spring/Summer 2023

Hospitality Ordering Guidelines and Requirements  
Floor Mats

Prices effective January 1, 2023

# Ordering Guidelines and Requirements

Your order is subject to Chilewich Terms of Sale. Please see Terms of Sale at: [TERMS.CHILEWICHHOSPITALITY.COM](https://TERMS.CHILEWICHHOSPITALITY.COM)

## PAYMENT TERMS

Restaurants	Credit Card
Single Property Hotels	Credit Card

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Major Hotels	Net 30 Terms, with credit card
Casinos	Visa/Mastercard/ American Express
Dealer	

Chilewich reserves the right to require prepayment for all custom orders before production begins.  
\*Additional RUSH order charge may apply.  
EX Works: Warehouse: Chatsworth, GA, USA

## ORDER GUIDELINES & REQUIREMENTS

- Any revision to order must be sent to Chilewich within 24 hours of submission of original order.
- For accounts that have Net 30 Terms: After the order confirmation is sent for review, you have 24 hours to determine whether if any edits are required before the order is automatically released for processing and no longer available for revision.
- When sending an additional order, please send on a new and separate PO (not a revised version of existing order with new items added).

- If an additional order is placed while a previous order is in progress, the additional order may ship separately, with the next month's shipment.
- Please do not send in POs until they are CONFIRMED. "Pending" orders should be held until confirmed and then submitted to Chilewich.

**PLEASE NOTE:** It is Chilewich's policy not to cancel or add items to a shipment once the order is packed. If changes to a shipment that has been packed are unavoidable, a 15% re-stocking fee will be applied to your account.

## ORDERING INFORMATION FOR WOVEN FLOOR MATS AND SHAG INDOOR/ OUTDOOR MATS

May be ordered individually (1).  
Custom sizes are available in most floor mat styles.  
Made in USA.

## ORDERING INFORMATION FOR CUSTOM SIZES

Custom Woven Floor Mats and Shag Indoor/Outdoor Mats:  
May be ordered individually (1).  
There is no minimum order quantity for customization of Woven Floor Mats and Shag Indoor/Outdoor Mats.

## AVAILABILITY TO SHIP

All items in stock, except new styles/ colors which are available January 1, 2023.

**ALL WOVEN FLOOR MATS AND SHAG INDOOR/OUTDOOR MATS ARE MADE IN THE USA.**

## RETURNS POLICY

Chilewich will accept authorized returns only. Authorizations must be requested no more than four weeks after goods were shipped. Please inspect all merchandise immediately upon receipt and report any defects immediately. When a Return Authorization is issued by Chilewich, the merchandise on that Return Authorization must be returned within four weeks of the Return Authorization issue date, or it will not be accepted. A 15% restocking fee will apply, plus return freight.

\*Please note: all custom orders are final sale. No returns or exchanges will be authorized.

## PRODUCT SPECIFICATIONS

Collection as shown valid through July 31, 2023. Changes will be announced and available through the sales representatives no later than May 2023.

## LEAD TIME

Custom Woven Floor Mat three to four weeks. Indoor/Outdoor Shag Floor Mats eight weeks.

## WEB

[www.chilewichhospitality.com](https://www.chilewichhospitality.com)

**RESOURCE LINK - HIGH RES IMAGES FOR AUTHORIZED USE ONLY**  
Please inquire for login credentials.

## ONLINE HOSPITALITY CATALOG

[www.chilewich.com/restaurants\\_hotels/catalogs](https://www.chilewich.com/restaurants_hotels/catalogs)