

Hospitality Collection Spring/Summer 2023

Hospitality Ordering Guidelines and Requirements
Tabletop

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.CHILEWICHOSPITALITY.COM](https://www.chilewich.com/terms)

PAYMENT TERMS

Restaurants: Credit Card

Single Property Hotels: Credit Card

Major Hotels: Net 30 Terms, with credit card

Casinos: Visa/Mastercard/

American Express

Direct

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 STOCK-SIZE TABLETOP

All placemats must be ordered in multiples of four (4).

Table Runners may be ordered individually (1).

ORDERING INFO. FOR CUSTOM SIZES Custom Placemats, Coasters, Runners and Table Covers:

May be ordered individually (1).

There is no minimum order quantity for customization of Placemats, Coasters, Runners and Table Covers; however, unit price is a function of quantity. Larger order quantities will receive more favorable unit pricing.

ORDERING INFORMATION FOR WORKTOP (CUSTOM)

May be ordered individually (1).

No minimum order quantity.

AVAILABILITY TO SHIP

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

ALL TABLEMAT AND WORKTOP STYLES 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.

PLACEMAT AND TRAY LINER CUSTOMIZATION & LIMITATIONS

Please see the Charts and Specifications document or website for limitations and details: www.chilewich.com/restaurants_hotels/custom-capabilities

WORKTOP CUSTOMIZATION & LIMITATIONS

Please visit www.chilewich.com/restaurants_hotels/worktop or contact your local sales representative for limitations and details.

PERTAINING TO TRAY LINERS

We require a Tray Liner Waiver to be completed when ordering custom-sized tray liners. Please download and complete: <https://www.chilewich.com/media/pdf/TrayWaiverForm.pdf>

LEAD TIME

Custom Worktop, Placemats, Coasters, Runners and Table Covers: Two to three weeks.

Stock tablemats: Approximately two to three business days (large quantities please inquire)

WEB:

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