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## About Us

### **Q. Where is Sarreid Ltd Located?**

A. Our headquarters is located in Wilson, NC. We have a Showroom in High Point NC and participate in the Fall & Spring High Point Markets.

### **Q. How can I contact Sarreid Ltd?**

A. Call our headquarters in Wilson, NC at 252-291-1414 or email us at [shop@sarreid.com](mailto:shop@sarreid.com)

### **Q. Who is my Sarreid Ltd Sales Representative?**

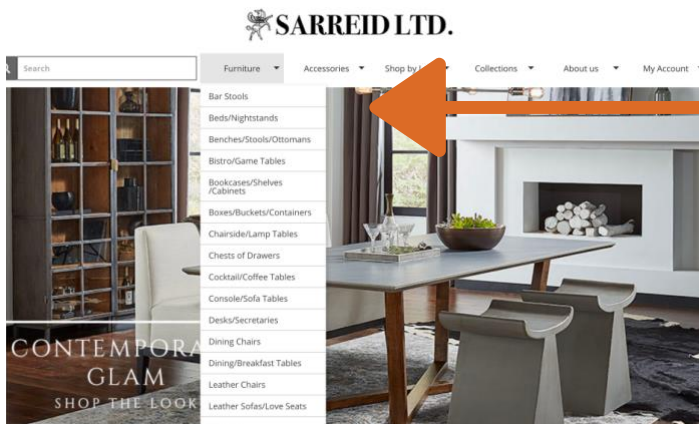
A. Our Sales Representative and Customer Service Representatives are assigned based on geographic territory. Once your account is verified, you should receive an email from your rep. If you have questions please call our headquarters at 252-291-1414.

## Orders, Pricing & Availability

### **Q. How do I shop the Sarreid.com website?**

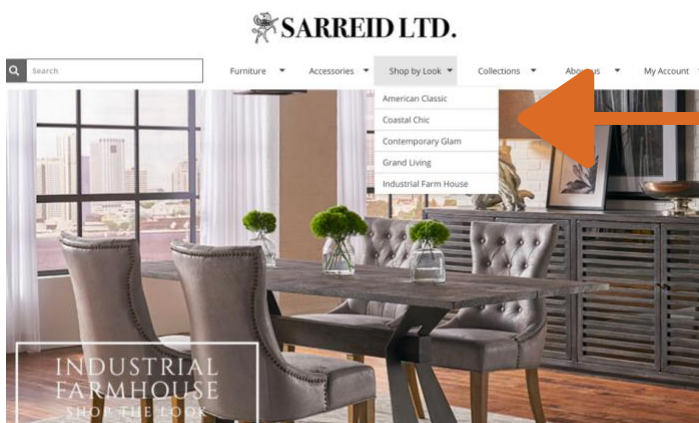
A. There are a few different ways to search our products. You can shop by category, shop by look, shop by collection or simply use the search tool. Please [watch this tutorial](#) to learn more.

# SHOPPING SHORTCUTS



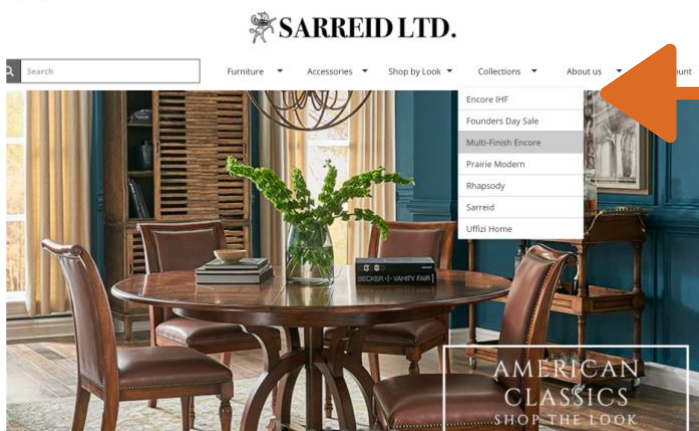
## Shop by Category

Use the “furniture” drop down menu on the website home page to view the product category you are interested in. Use the “in stock only” button to see items in stock available to ship ASAP.



## Shop by Look

Sarreid has curated assortments in 5 lifestyle themes – use the “shop the look” drop down menu on our home page to view brochures of the products selected to support each theme.



## Shop by Collection

Sarreid offers custom order options in our Italian made Uffizi Home line of dining and accent chairs, and in our Encore Multi Finish program offering Jupe tables, cabinets and occasional tables in 6 finishes.

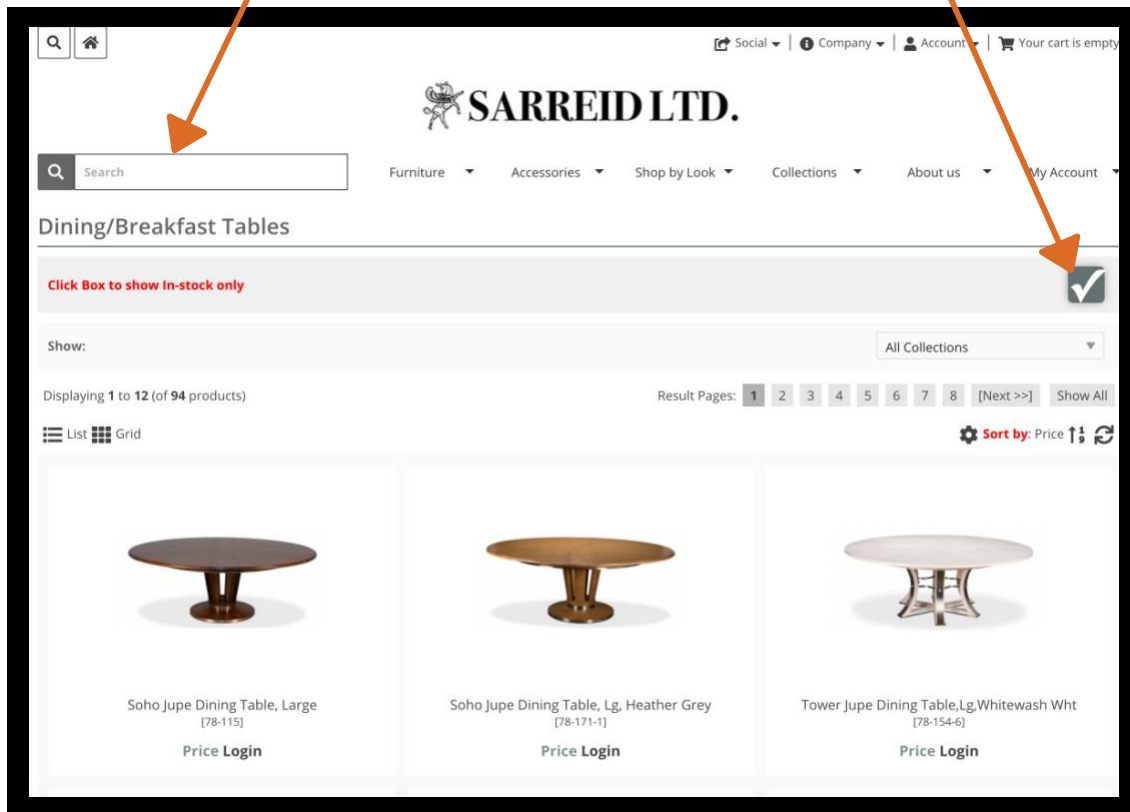
**Q. How do I check product availability?**

A. Lead times to ship can vary from a couple of days to several months. At any given time, roughly 2/3 of the 2000+ items in the Sarreid line are in stock and available to ship within a few days. Availability is listed on the Sarreid website. You do not have to log in to see availability, just click on any item to see an expanded view which shows the “on hand” quantity. To learn more [watch this tutorial](#).

# SHOPPING SHORTCUTS

For a quick search of an item, simply type in a key word such as "sideboard", "jupe", "chair", "bench" "leather", "white", and all items containing that word will populate.

To only view In Stock items that can be shipped quickly, be sure to check this box.



Visit: [www.sarreid.com](http://www.sarreid.com)  
Call: 252-291-1414  
Email: [shop@sarreid.com](mailto:shop@sarreid.com)

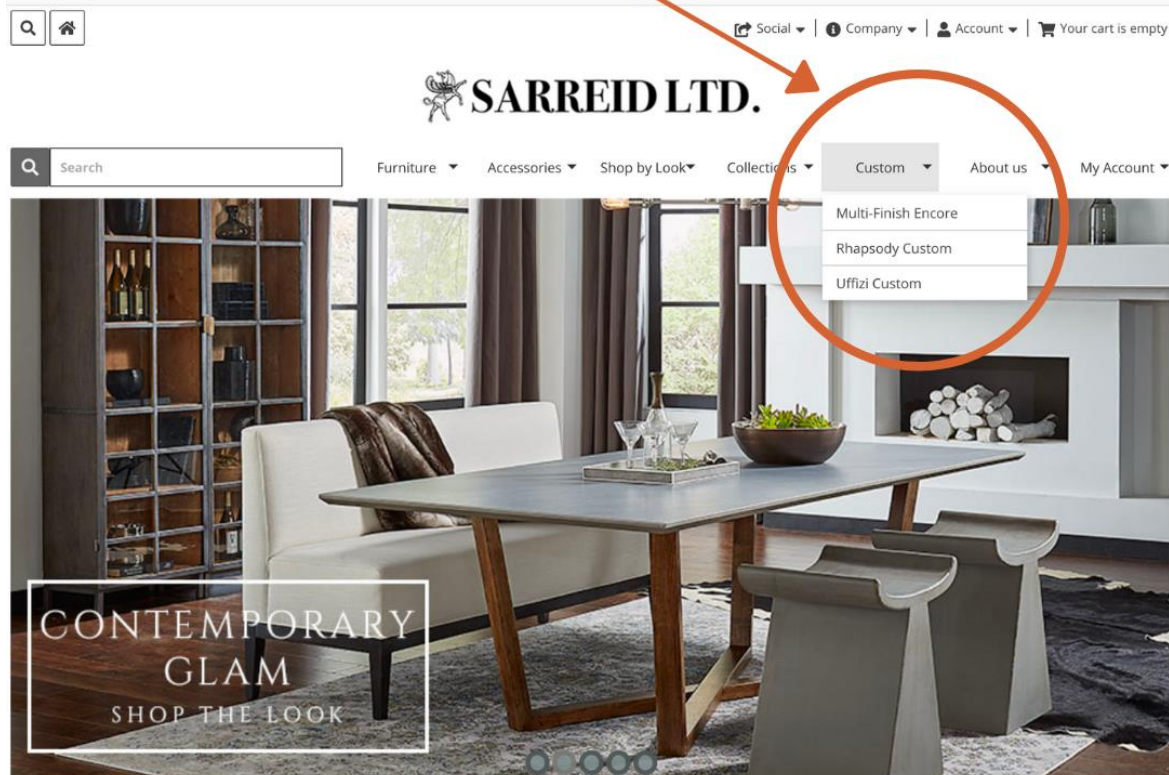


**Q. Do you have custom options?**

A. Yes, we do have custom options in our Uffizi home, Rhapsody and Encore Multi Finish collections. To learn more about our custom programs [watch this tutorial](#).

## New Website Feature!

ALL OF OUR CUSTOMIZABLE OPTIONS  
ARE NOW IN ONE PLACE



[www.sarreid.com](http://www.sarreid.com)

### **Q. How quickly can I get an in-stock product?**

A. If your order is in stock in our warehouse, it will ship within approximately 1-3 business days. Your actual receipt date however will depend upon the shipping address and carrier.

### **Q. What is your minimum order?**

A. The initial order must be a minimum of \$1000 unless approved by Sarreid.

A \$25 handling charge will be assessed on reorders under \$250 Prices are subject to change without prior notification to the Customer. Effective February 12, 2020, a 10% handling fee will be assessed to all COM orders. Refer to COM Guide.

**Q. Can I create a wish list?**

A. Yes you can create a wish list. To save favorites and come back to them later, you can download a tear sheet or add to your wish list. Your wish list will be saved under My Account.

**Q. How do I cancel an order?**

A. Cancellation of orders by the customer must be received in writing via email or fax prior to shipment of the item by Sarreid to the Customer. Customers refusing to accept delivery of a valid shipment will be responsible for the cost of storage and freight both ways, as well as a 25% restocking fee. Special orders may require pre-payment and are non-cancelable.

## Policy, Payments & Shipping

**Q. What is the Sarreid Ltd return policy?**

A. Pre-authorization in writing is required for all returns. Credit may not be allowed for goods returned without prior consent. Unauthorized Returns will incur a 25% restocking fee plus freight charges.

**Q. What is the Sarreid IMAP policy?**

A. Written permission from Sarreid must be obtained to become an ecommerce account (please see our Ecommerce policy). Sarreid

understands that our qualified retailers who stock, display and promote our products in their brick and mortar stores may wish to promote their in-stock Sarreid products on their individual websites as well. Retailers are free to advertise and sell approved Sarreid products on their websites provided that they follow our IMAP policy. This policy states that the net advertised price must be no less than 30% under our MSRP. This policy also prohibits selling to another party who promotes or resells Sarreid products over the internet. Sarreid reserves the right to change the IMAP price on a product at any time but will make our best efforts to notify you. If a customer violates this policy, Sarreid will request the customer stop promotion of products on the internet. If they fail to comply, Sarreid reserves the right to end the partnership.

**Q. What form of payments do you accept?**

A. All sales are contingent upon credit approval unless alternate payment arrangements are made with Sarreid. We accept Visa, Mastercard, Discover and American Express. All checks must be cleared prior to shipping: \$35 returned check fee.

Net 30 terms are offered to qualifying customers through our factor, The CIT Group, P. O. Box 1036, Charlotte, N. C. 28201-1036. Factored invoices must be paid directly to CIT. Late payments are subject to a 1.5% late fee finance charge per month plus all collection fees. Do not send payment for factored invoices to Sarreid, Ltd. as this may negatively affect your payment history at CIT.

**Q. When will you charge my credit card?**

A. Your credit card will not be charged immediately upon order, it will be charged once your items are ready to ship.

**Q. How is shipping handled?**

A. Shipment is from Sarreid, Ltd.'s warehouse in Wilson, North Carolina. Orders shipped via United Parcel Service or FedEx Ground can be shipped freight prepaid and billed on invoice. Shipments by any other method, such as by truck or by air, must be shipped freight collect or 3rd



party billing. If your company has an open account with a freight carrier, the merchandise may be shipped via 3rd party billing to the sold to address. Sarreid does not secure freight quotes. We make every effort to ship orders complete, but orders may require multiple shipments. Unless the shipping/routing is specified by the Customer on the purchase order, Sarreid will ship via recommended furniture carrier. A rebate cannot be issued if a cheaper method was available. The Customer must include any special shipping instructions with each order. Items marked \* on the price list will always be shipped motor freight. Other items are normally shipped by UPS or Fed Ex Ground, but may be shipped motor freight in cases requiring over packing.

**Q. Do you offer drop shipping?**

A. Sarreid will make drop shipments when requested. A \$30.00 drop ship charge will be invoiced for each drop ship location. Sarreid will not be responsible for charges resulting from inability of carrier to deliver.

**Q. What if I receive a shipment that is damaged or missing a piece?**

A. Sarreid packs merchandise and delivers it to transportation companies with the utmost care to ensure safe transport. Sarreid's responsibility for the shipment ceases after pickup from our dock by the transportation company. We REQUIRE that all merchandise be unpacked and inspected immediately upon receipt. Do not accept a shipment which evidences damage or shortage until the driver endorses a statement of irregularity on the face of the transportation receipt. If you give the transportation company a clear receipt for goods that have been damaged or lost in transit, you do so at your own risk and expense.

Claims for shortages or damage must be made within five (5) business days after receipt of shipment. If you discover concealed damage or a shortage, hold all cartons and packing materials and contact Sarreid for instructions. Written Return Authorization will be required along with detailed photographs of the damage or defect. Any quality issues with your order must be reported to Sarreid within 30 days.

**Q. Why is there a Claim Fee on my invoice?**

A. Sarreid adds a 2% freight claim charge to all orders unless the Customer requests otherwise. This charge is listed as a "Claim File Fee" at the bottom of all invoices. Please add 2 % to your order when prepaying. Customers requesting that this fee not be charged on their invoices will be responsible for filing all claims for damages or lost merchandise. Customer will be required to sign a waiver if you choose to remove the claim file fee. Sarreid, Ltd. will not be responsible for processing freight claims on orders for which this fee is not paid.