

Palmer Industries Policies and Procedures

1. **Terms:** Net 30 days upon established credit approval.
2. **Minimum order:** There is no minimum order requirement.
3. **Delivery and Freight:** Palmer reserves the right to select final carrier of any shipment. Palmer ships via UPS with our own account (Freight Prepaid), and will invoice the dealer for all shipping costs, without exception. We cannot ship using a dealer's UPS account, or any other shipping method. Each leg system is packaged individually regardless of total order quantity. A delivery charge will be assessed to each leg system, and shall consist of the total of all packaging, insurance, and direct freight expenses F.O.B. Providence, RI. There is no pickup available.
4. **Claims and Returns:** Any claims for damages, shortages, and incorrect merchandise must be reported to Palmer within 10 days of delivery. Please confirm all washstand dimensions prior to installation. Return goods will not be accepted without written authorization and assigned RGA number. A minimum 25% restocking fee will be imposed for all **unopened, standard** items returned in original condition. Any custom item including non-standard size or non-standard finish, and opened items are not returnable at all. All requests for returns must be made within 60 days of purchase, and must be shipped FREIGHT PREPAID. Eligible returns will receive a credit memo to be issued against future purchases only.
5. **Warranty:** Palmer warrants the leg system against any mechanical failure of parts for the life of the product when properly installed and used for the intended purpose only. This warranty covers parts only; labor is not included. Chrome and Nickel finishes for residential use carry a lifetime warranty, and for commercial use carry a one-year warranty. UN-lacquered Brass, Oil-Rubbed Bronze, and custom finishes such as lacquered Antique Brass are not warrantied. Palmer custom finishes are hand applied, and as such, are subject to natural variations in color and texture consistent with similar products in the market. Different components, such as tubing and fittings, are likely to have slightly different color tone due to their method of production and the high degree of hand craftsmanship involved with the finishing process. Our legs are superbly finished, but they are not jewelry. When "defects" occur they should be viewed at approximately the same angle and distance that you would view the stand when installed: i.e., the leg is on the floor and you are standing up. If the defect is visible at that vantage point, it may be considered a legitimate reject; if not, it is considered to be within industry standards for bathroom furniture. The same standards would not apply to a faucet, for example, since that is viewed at eye level and must be "perfect".

Contact Us:

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6. **Internet Selling Policy:** Palmer products are to be marketed and sold within the dealer's service area only. Palmer strongly opposes the selling of our products at deep discounts via the internet, outside the dealer's service area.
7. **M.A.P. Policy:** Advertised prices of products may not appear at a discount of greater than twenty-five percent (25%) below Palmer's current retail price. For repeated violations, Palmer may suspend or terminate the Reseller's authorization to sell Palmer products. It is our view that the advertising of steep price discounts devalues our products, brand, and dealers.
8. **Rush Service:** Palmer offers a Rush Service to our dealers, at an additional charge. This charge will be assessed upon evaluation of the order complexity, customization, quantity, options, and finish. This charge is independent of any UPS standard or expedited shipping costs. Every Rush request must first be evaluated by Palmer in order to assign a ship date based on current lead times and production schedules. Rush orders and charges **must** be indicated on the dealer's purchase order, and a Palmer Ordering Guide (see page 9) with the Rush option selected **must** be submitted with the order.
9. **Drawing/Design Services:** Palmer offers complete drawing and design services for custom units. (All our standard model specifications and drawings can be found on our website.) A drawing/design fee will be assessed upon evaluation of the project and the requirements of the specifier. Drawings can be provided in PDF or DXF format.
10. **Ordering Procedure:** A Palmer Ordering Guide (see page 9) must be submitted with every custom-size order, Rush order, and orders including the Palmer towel shelf. The Ordering Guide, also available online at sinklegs.com, will specify the size of the counter, the size of the washstand, and many other model specifications and information. The submittal of the Ordering Guide is mandatory, and will expedite your order.

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The Leading Manufacturer of Vanity Sink Legs

General Notes

1. Most dealers display Palmer stands with either a china (porcelain) top or a custom stone top. Virtually any brand of china top available, such as Duravit, Sonia, Porcher, Lefroy Brooks, Kohler, Barclay, St. Thomas, Hastings, etc. can be used. Many dealers partner with a local stone fabricator, and use a granite or marble counter to display with Palmer. Other materials such as architectural cement, glass, quartz, and wood have also been used for the counter material.
2. Sizing a Palmer stand properly to a china sink can be accomplished two ways. A washstand can be provided that will be larger than required with the intention of cutting the unit on-site to fit exactly, or the china sink can be drop-shipped directly to Palmer for proper sizing evaluation. Palmer will then take all the measurements carefully, and recommend a size washstand that fits the china top perfectly. These specifications will be maintained on file for future orders. Most china sinks are easily shipped via UPS.
3. All units are shipped partially assembled and may be cut in the field, if necessary, to adjust size. Width, depth, and height may be cut on **LSC**, **LST**, **LSB**, **LSF**, and **LSBL** models. Width and depth only may be cut on **LSSQ**, **LSCAP**, **LSTL**, and **LSM** models (not height). Tubing may be cut with a sharp tubing cutter, or powered miter saw. Care must be taken to avoid scratching the finish. Palmer towel shelves cannot be cut in the field, and must be returned to Palmer for rework.
4. Palmer does not impose any surcharge for providing a washstand **smaller** than our standard dimensions.
5. Palmer includes a complete hardware package with every washstand. This package includes a wall bracket for support of the sink, screws with hollow-wall anchors for attaching the wall flanges and wall bracket, shims for leveling, pins to position the top and bottom of the legs, extra set screws for attaching the cross members, a hex wrench for use with the set screws, rubber bumpers for use with an optional shelf, silicone for securing the sink to the top of the legs and wall bracket, and lastly polish for cleaning the stand after assembly...everything the installer will need!!
6. **All sink tops require additional wall fastening for support. It is the responsibility of the installer to ensure that all sink tops are adequately and securely fastened to the wall, independent of the Palmer leg system. An aluminum angle bracket is included with each leg system to assist with this attachment, but additional support may be required for extra heavy/wide sink tops.** Wall brackets are offered in a standard size and weight, as well as heavy duty and custom lengths. All fasteners are included. Any counter weighing in excess of 150 pounds requires the use of our heavy weight wall bracket.
7. The standard Palmer finishes are **not** lacquered. Polished Nickel and Satin Nickel will require an occasional cleaning, and a sample of Flitz metal polish is included with every unit. Polished Brass will tarnish naturally. Custom lacquered finishes such as Antique Brass should not be polished at all.
8. The Decorative Collar (**LSC**), Tapered Foot (**LST**), and Bun Foot (**LSB**) models are available in 1 ½" and 1" diameter. The Flush (**LSF**) model is available in 1 ½" diameter only. The Square (**LSSQ**) model is available with a 1 ½" square leg, and 1" square horizontals. The Capital (**LSCAP**) model is available with a 1 ½" square capital, and 1" diameter legs and horizontals. The Tapered Leg (**LSTL**) and Minimal (**LSM**) models are available with a 1 ½" diameter leg tapering down to 7/8" diameter at the foot, and 1" diameter horizontals. The Ball Foot (**LSBL**) model is available with 1 ½" diameter legs and 1" diameter horizontals.

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