



ZEN Wholesale Cabinetry - Countertops

PURCHASING TERMS, CONDITIONS, & POLICIES

Order Verification & Payment

- Customers must verify the countertop layout, edge finish, and overlaps before finalizing the order.
- Thoroughly review the quote details, including the type of countertop materials, colors, and sizes, before confirming your order.
- Custom countertop orders require a **100% deposit** before production starts.
- ZEN is not liable for any missing or lost items after installation or delivery unless reported by email.

Return & Exchange Policy

- Returns or exchanges are not accepted for countertops, as they are custom-made and cannot be returned or exchanged.
- Fees for services such as installation, modification, shipping, and delivery are non-refundable.
- Carefully inspect the countertop after installation. Any discrepancies or concerns must be reported to your sales representative within **2 days** of installation and delivery.

Third-Party Participation

- If a third party is involved and causes damage to your property, ZEN is not responsible. Any claims must be handled through the third party's insurance.
- If a third party is involved and makes changes to colors, designs, or any modifications without prior notification, and both you and ZEN have documented proof, the third party is responsible for resolving the issue to your satisfaction.
- If a third party contacts you and you prefer not to communicate with them, feel free to reach out to your sales representative at ZEN for assistance.