



Carpenter & Black Smith Furniture Inc.
 dba Nest Home Collections
 22320 Van Buren Blvd, Riverside, CA 92518
 Phone: (909) 490-3010

New Account Form

Contact Information

Company Name	<input type="checkbox"/> Furniture First Dealer	
Billing Address	<input type="checkbox"/> AMI Dealer	
City	State	Zip
Ph#		
Primary Contact		
Primary Contact Email		
Account Type <input type="checkbox"/> Retailer <input type="checkbox"/> Designer <input type="checkbox"/> Stager <input type="checkbox"/> E-Commerce <input type="checkbox"/> Other:		
Ship To Name		
Ship To Address		
City	State	Zip
Ph#		
Shipping Contact Name		
Shipping Contact Email		
Receiving Days / Hours		
Special Shipping Instructions		
Freight Carrier <input type="checkbox"/> Nest Freight Program <input type="checkbox"/> Preferred Carrier:		
Loading Dock? Y / N Access for 53' Truck? Y / N Lift Gate Needed? Y / N (add'l charges apply)		
Accounting Contact Name		
Email Address for Invoices		
Order Confirmation Contact Name		
Email Address for Order Confirmations		

Business and Credit Information

Type of Business <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> LLC <input type="checkbox"/> Proprietorship	
Corporate Name or DBA (if applicable)	
Owners/Officers	
Federal Tax ID#	Sales Tax Exemption#
Preferred Payment Method <input type="checkbox"/> CIT <input type="checkbox"/> Credit Card (no fee) <input type="checkbox"/> ACH / Wire Transfer	
CIT Account#	D&B Account#

Payment Terms:

Nest Home Collections offers two payment terms: (1) cash-in-advance (CIA) or (2) Net 30 payment terms for qualifying customers. Customers are required to have (or obtain) a credit line account with CIT First Citizens Bank to qualify for Net 30 payment terms. If you are interested in Net 30 payment terms and already have a credit line with CIT First Citizens Bank, then simply provide your CIT Account # in the *CIT Account #* field above. If you do not have a credit line with CIT First Citizens Bank and are interested in applying for one, then write "New Account" in the *CIT Account #* field above.

Payment Methods:

All invoices with Net 30 payment terms are assigned and payable directly to **The CIT Group/Commercial Services, Inc., P.O. Box 1036, Charlotte, NC, 28201-1036**. For our CIA customers, we accept several convenient payment methods to include: ACH/Wire, all major Credit Cards, Debit Cards, Zelle, and checks. All electronic payments can be made using a secure and tokenized online payment platform. You will receive a click-to-pay link via email to make your electronic payment when your order is ready to ship.

Signature

Title

Date



Terms and Conditions

When an order is placed, you accept our terms and conditions.
Terms and conditions may change without notice.

Minimums

Nest Home Collections has a minimum opening order amount of \$1,000. Please be advised, smaller shipments may have a higher freight-to-product ratio.

Customer Pick ups

Customers may pick up at our Riverside, CA warehouse. Items are loose loaded, not palletized. Pick-ups require 2 business days advance notice, as well as a confirmed dock appointment. Please email customerservice@nesthomecollections.com to schedule an appointment. Only shipments with CIT approval or that have been prepaid will be given a dock appointment

Freight Carriers

Nest Home Collection's products can be larger and heavier than standard products. Customers may choose their own carrier at their own risk. Nest Home Collections will not charge the customer freight if the customer does decide to use their own carrier (BOL will indicate Collect payment terms so expect a freight bill from your carrier directly). Nest Home Collections is not responsible for extended delivery times. Refused shipments are subject to a restocking charge of 20% of the total invoice amount, as well as the return freight charges

Warranty

Nest Home Collections offers a one-year warranty against manufacturer's defects, from the date of shipment. Please see Wood Characteristics, Defects, & Care page for more information.

Order Cancellations

Order cancellations must be received within forty-eight (48) hours prior to shipment. Order cancellations must be sent in writing to customerservice@nesthomecollections.com. Order cancellations received after product has shipped may be subject to the restocking charge.

Damages / Claims

Nest Home Collections must be notified in writing of all claims/shortages within seven (7) days of receipt of goods. A claim can be submitted online by completing the claim form found [here](#) (full link below) or by completing and returning a Warranty Claim Form to claims@nesthomecollections.com. Detailed pictures are required for all claims and should include both images of the product and images of the packaging. You will receive a claim acknowledgement within two (2) business days of the claim submission.

Many Nest Home Collection's items are handmade, and may have natural variations. Minor variations are not considered a defect; see Characteristics, Defects, & Care page. The warranty does not cover any repairs attempted by non-authorized parties nor any other cause which does not relate directly to a defect in materials and/or workmanship of our product. The warranty does not cover handling issues, altered products, accidental damages, misuse, abuse, neglect, or exposure to excess moisture and/or heat.

Freight claims are subject to the freight carrier approval and do not alter payment terms. All shipment shortages must be designated on a signed BOL and/or delivery receipt. If the shipment is signed complete, shortage claims will be denied.

Online Claim Submission Form:

https://6419408.extforms.netsuite.com/app/site/crm/externalcasepage.nl/compid.6419408/.f?formid=3&h=AAFdikaILGuNhMP42ED2zusNk58fPHecqs-A3isDVFl0Fuvh2iM&redirect_count=1&did_javascript_redirect=T

Return Policy

Please submit a claim along with pictures documenting the issue to claims@nesthomecollections.com prior to returning product. All returns must be pre-approved by Nest Home Collections and require an RMA, or they will be refused. Products must come back in the original box and be in a resalable condition. A credit will not be issued until the product is received and evaluated.

Default Clause

If an invoice becomes a collections matter, any and all costs become the sole responsibility of the customer.

Customer Name

Customer Signature

Date

WOOD CHARACTERISTICS, DEFECTS & CARE

Nest suppliers use a mixture of old and new wood, which varies by country of origin.

Our factories in China use Elm, Pine, and Oak. Our factories in India use Sheesham, Acacia, and Mango. The majority of our products are made from elm and pine, made out of old doors and other building parts.

Like other antiques, each piece is unique - which is what makes them so special.

Below is a list of characteristics that you can/should expect to find in products made out of old doors and reclaimed wood, along with some pictures of what IS a defect.

NORMAL CHARACTERISTICS



Small cracks along grain lines



Small cracks along grain lines



Small holes in wood



Small areas of natural surface variations



Irregular patterns



Blocking or stamps to replace holes left by hardware

**Slight variations in overall color are also a natural characteristic as each piece accepts stain differently.

NORMAL CHARACTERISTICS CONTINUED



Knots in grain



Small cracks due to seasonal temperature and humidity variations



Grain pattern variation

DEFECTS



Any crack that effects the function is a defect.
Ex: A cracked dining table leg, or dining chair seat.
Any seasonal crack you can fit a quarter into.

CARE

Nest items should be treated like any other wood - using coasters or placemats to protect it. Nest items either have a wax finish, or light coating of lacquer to protect the surface against spills or stains. If you spill a soda, or glass of red wine, as long as you wipe it up right away, it will not effect the wood.

Daily cleaning can consist of wiping it down with a damp cloth regularly, and 2 times per year, a mild cleaner/wood conditioner (like Murphy's oil soap) can be used to moisturize. Do not spray directly on the wood, always spray on a cloth first. A heavier lacquer or polyurethane can be applied to the surface but will affect the natural look and negate the warranty.



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WARRANTY CLAIM FORM

Please submit all claims to: claims@nesthomecollections.com

****Please Note - Detailed pictures are required for all claims**

CUSTOMER INFORMATION

Company Name	Nest Customer#	
Address		
City	State	Zip
Contact	Ph#	
Email	Fax#	

ORDER INFORMATION

Order confirmation# or Invoice#		
Date Received	Date of Claim	
Nest Item#	Item Name	
Product Issue: <input type="checkbox"/> Manufacturer Defect <input type="checkbox"/> Freight Damage <input type="checkbox"/> Other		
If Freight Damage: <input type="checkbox"/> Noted on Bill of Lading <input type="checkbox"/> Concealed <input type="checkbox"/> Not Applicable		
Freight Carrier (if damaged):		
Product Location: <input type="checkbox"/> Original Delivery Address <input type="checkbox"/> Other Location (Enter Address)		
Product Status: <input type="checkbox"/> Still in Carton <input type="checkbox"/> Uncartoned <input type="checkbox"/> Assembled		
Original Product Packaging: <input type="checkbox"/> Still Available <input type="checkbox"/> Not Available		

DETAILED DESCRIPTION OF DAMAGE AND/OR DEFECT

ADDITIONAL INFORMATION OR COMMENTS RELEVANT TO CLAIM