



Chapter 5 - Ordering Info

July 2003

Section: Ordering Information	Pages 2 - 5
■ Choosing a Wood Species	2
■ Choosing a Tekno Flooring Format	2
■ Amount to Order	2
■ Inventory Availability and Lead Times	3
■ Freight / Delivery	4
■ Terms of Sale	4
■ Return Policy	4
■ Forward Order Terms and Conditions of Sale	5



Tekno NA Reference Manual		
Chapter:	5 - Ordering Info	
Section:	Ordering Information	
Page Title:	Selecting Your Floor	
Page #:	2 of 5 - Chapter 5	July 2003

Selecting Your Floor

Choosing a Wood Species

This is perhaps the most difficult choice, with so many beautiful woods in the Tekno Line. Aesthetic considerations include: color, graining and grade. Practical considerations include hardness, which is important for installations in commercial high traffic areas.

To assist in making your choice, we offer complete technical information on each species in [Chapter 4 - Technical Information](#) of the Tekno NA Manual. Here you can find photos of the wood, the grades offered, and technical properties such as hardness and color change to be expected in each species.

However, we highly suggest making your final wood choice from actual samples rather than relying on photos which cannot possibly duplicate the look of the actual specie. So, once your selection is narrowed down to a few woods, you can visit the Tekno NA Sample Store on the web at www.teknona.com/samplestore and order hand samples of the woods you are interested in.

Choosing a Tekno Flooring Format

Tekno North America stocks the Rekord-Maxi format stateside, which is 7/16" thick by 3-1/2" wide by random lengths of 31" / 35" / 38" long. Other formats such as Rekord-Primo are available on a special order basis from Tekno Italy. For a review of the different Tekno flooring formats, please visit [Chapter 2 - Products](#).

Amount to Order

For flooring - after measuring the actual square footage you need to cover, please add an additional 5% minimum to linear installations and 7% minimum for herringbone or angled installations. This will allow sufficient stock for site cutting waste and to allow your installer to cross cut out defects and set aside any pieces they deem odd colored/grained. It is better/cheaper to order a bit extra than to run out in the middle of the installation and have the delays and cost to source additional stock. Plus, there should always be an extra box or two which remains at the site as "attic stock" to allow for the replacement of damaged pieces/sections in the following years.

For accessories - most flooring orders require the use of some moldings to complete the project. These moldings typically include reducers and stair nosings. See [Chapter 2 - Products](#) for details. Please prepare your list of accessory needs and reserve/order them when placing your flooring order to ensure the proper accessories are available when you need them.



Tekno NA Reference Manual

Chapter:	5 - Ordering Info	
Section:	Ordering Information	
Page Title:	Ordering Information	
Page #:	3 of 5 - Chapter 5	July 2003

Ordering Information

Inventory Availability & Lead Times

In order to understand order lead times you must first understand how Tekno NA works:

- Stateside, Tekno NA keeps inventories of certain species/grades in the Rekord-Maxi format in Philadelphia and Los Angeles.
- In [Chapter 2 - Products](#), we list which items we stock while all other products listed are available only from Italy. These can be viewed live on the web at: www.teknona.com/products.
- Tekno NA distributors also keep stateside inventories.
- Tekno Italy maintains a large inventory in all the flooring formats as well as species/grades for immediate shipment. In addition, they keep large stocks of work in progress to quickly produce to order.

Tekno NA offers the following shipping choices from Tekno Italy:

- at no extra charge when combined with our next stock container shipping normally, via ocean vessel (lead times vary).
- at an upcharge of \$.45 per sqft by LCL ocean vessel with a minimum upcharge of \$300, (lead time is four weeks from date of product availability in Italy).
- at an upcharge of \$1.75 per sqft by air-freight with a minimum upcharge of \$350, (typical lead time is one week from date of product availability in Italy).

All Tekno NA stock is offered subject to prior sale. Despite our best efforts in maintaining stateside inventories, we do run out from time to time. Therefore, before accepting your customer's order, please confirm availability with Tekno NA first.

All potential orders are subject to Tekno NA stock confirmation at the time your order is placed. All pricing is FOB the warehouse where the stock is located, or, in the case of orders being specially shipped in from Italy, from the port/airport of entry. We will be happy to provide you with delivered pricing to your door upon request.

Tekno NA shall not be responsible for additional freight costs should your order ship from a more remote warehouse or from Italy due to an out-of-stock situation. Please **DO NOT** accept orders from your customers without first confirming stock availability with Tekno NA first.



Tekno NA Reference Manual		
Chapter:	5 - Ordering Info	
Section:	Ordering Information	
Page Title:	Ordering Information	
Page #:	4 of 5 - Chapter 5	July 2003

Ordering Information

Freight / Delivery

From stateside inventories, Tekno NA normally ships common carrier, freight pre-paid, from the warehouse location/distributor nearest you. All pricing is FOB our warehouse. Please call us for a freight rate. Tekno NA offers a 45% discount from ICC rates. All Tekno product weighs approx. 1.5 lbs. per sqft. and is class 55. See Chapter 4 for exact weights.

Tekno NA offers the following shipping choices from Tekno Italy:

- at no extra charge when combined with our next stock container shipping normally, via ocean vessel (lead times vary).
- at an upcharge of \$.45 per sqft by LCL ocean vessel with a minimum upcharge of \$300, (lead time is typically four weeks from date of product availability in Italy).
- at an upcharge of \$1.75 per sqft by air-freight with a minimum upcharge of \$350, (typical lead time is one week from date of product availability in Italy)

Terms of Sale

Tekno NA offers the following terms of sale:

- On full containers, we offer special pricing to our stocking distributors on CAD terms, which means you pay as the goods arrive in US port.
- To distributors in good credit standing, we offer 1%/10 terms to those who take the discount timely and N/30 day terms to others.
- To accounts without credit, ALL sales are on a COD basis with the following terms:
 - For stock items, order accepted and shipped upon receipt of payment prior to shipping
 - Payment by Bank Check or Wire Transfer for immediate release
 - Payment by Company Check holds up the shipment until check clears
 - For non-Tekno NA stock items, order accepted with 50% deposit and balance on a COD basis per above.

Note: For all Forward Orders (orders that shall be shipped from Italy) please see the following page for [Tekno NA's Forward Order Terms & Conditions of Sale](#).

Return Policy

- On Tekno NA designated Stock Items: A 20% restocking fee is charged on material returned in good condition and in original packaging.
- On Tekno NA designated Non Stock Items: To be negotiated (at Tekno NA's discretion).



Tekno NA Reference Manual

Chapter:	5 - Ordering Info	
Section:	Ordering Information	
Page Title:	Terms and Conditions of Sale	
Page #:	5 of 5 - Chapter 5	July 2003

Ordering Information

Tekno NA's Forward Order Terms and Conditions of Sale

The following Terms and Conditions of Sale shall govern all Tekno North America (Tekno NA), offers to sell, Tekno NA's acceptance of customer orders, and Tekno NA's actual sales of goods, which are not already in North America and in Tekno NA's possession. These Terms and Conditions of Sale govern orders for goods in transit from overseas to Tekno NA and for goods to be produced and shipped from overseas to Tekno NA to be used to fill the order being placed by the buyer. With Tekno NA's acceptance of a customer order, these Terms and Conditions of Sale shall preempt any buyer's conditions of purchase attached to the buyer's purchase order unless otherwise agreed to in writing by Tekno NA.

CREDIT TERMS: may be offered, at Tekno NA's discretion, to well rated accounts. Tekno NA reserves the right to modify these credit terms as it sees fit should, for any reason, Tekno NA have doubts to buyer's credit worthiness.

PROMPT PAYMENT DISCOUNTS

1. No payment discount may be taken unless previously agreed to.
2. Prompt payment discounts may be taken only if payment is received by Tekno NA within the time frame required.

LATE PAYMENTS

1. On all invoices not paid by the maturity date, buyer will pay a service charge from that maturity date. The service charge will be at the rate of one and one half percent (1-1/2%) per month or the maximum applicable lawful interest rate, if less.
2. Buyer agrees to pay all reasonable collection costs and/or attorney fees necessary for Tekno NA's collection of the amount due.

PRICES: As set forth, in any quote and/or acceptance of customer order by WFI is subject to the following conditions:

1. Should Tekno NA's overseas suppliers increase their selling prices to Tekno NA as a result of currency valuation fluctuations, increased costs of fuel, labor, and/or raw materials or increased cost to truck goods to port or load goods on vessel, Tekno NA shall, at all times, have the right to increase its prices to buyer. Should Tekno NA elect to increase its pricing to the buyer as a result of any of the above conditions, Tekno NA will give buyer reasonable notice of any change in previously quoted prices. Buyer shall have the right to either accept the price increase or to cancel the order within five (5) business days of receipt of notice from Tekno NA.
2. Should the cost of goods to Tekno NA increase due to the imposition of any new tax, duty, tariff or charge, or the increase in any existing tax, duty, tariff or charge, as a result of any governmental action, Tekno NA has the right to increase the purchase price of the merchandise as follows: If such merchandise has not been manufactured, buyer shall have the right to either pay the full price increase or terminate any purchase order affected by such a price change, without obligation. Buyer must notify Tekno NA of its decision to terminate within five (5) business days of receipt of notice from Tekno NA.

DELIVERY: All delivery dates quoted are approximate and based upon proper receipt of all necessary information and materials being furnished by buyer. Tekno NA shall not be liable for any damages or losses to buyer due to delays in supplying product to the buyer when delay is caused by accident, labor disturbance, embargo, lack of shipping facility, war condition, acts of God, delay in obtaining raw material, failure of Tekno NA's suppliers to deliver merchandise under its contract with Tekno NA, lack of import or export approvals, or any cause or circumstances whatsoever, (whether like or unlike the foregoing), beyond Tekno NA's reasonable control. If delivery to Tekno NA is delayed, Tekno NA's time for performance shall be extended by the period of that delay.

1. Delivery of a quantity which does not vary more than 10%, more or less, than that specified shall constitute compliance with the purchase order, and payment at the selling price shall be made for the quantity actually delivered.
2. Tekno NA may make and buyer will accept partial deliveries and transshipments and each partial delivery shall be considered a separate sale and be paid for at sale prices and on the terms and conditions of sale.

TAXES: Buyer shall be responsible for all local, state and federal taxes imposed on or in connection with the sales transaction.

CANCELLATIONS & CHANGES: Cancellations or changes by buyer must be made in writing and may be accepted by Tekno NA on the basis that buyer will absorb reasonable charges for the costs which Tekno NA incurs.