



Order Date: _____

PO Number: _____

Order Price: \$ _____

Shipping & Handling*: \$ _____

*(from country of origin to HRI's WHS)

Total order price: \$ _____

CUSTOM ORDER AGREEMENT

Dear Customer,

Please accept this letter of agreement as an acknowledgment of a formal purchase order for your custom order. You hereby acknowledge your custom size order, as listed below, and agree to be bound by HRI's enumerated policy regarding custom size orders which are in feet and inches:

Collection: _____ Design Number: _____ Color: _____

Size: Width: _____ X Length: _____ Quantity(s): _____ Shape: _____

Upon your acknowledgment of this letter agreement and the commencement of production of your custom size order, no cancellations will be accepted by HRI under any circumstances. **Fifty percent (50%) of the quoted price for the rug(s) must be paid to HRI upon order placement; the remaining balance is required to be submitted to HRI once the order has been received and ready to be shipped to the final destination. All custom-size orders require special shipping & handling fees from the country of origin to HRI's New York warehouse of \$4.00 per square foot, and an additional \$2.00 per sq. ft for sizes over 12' ft wide.** The shipping and handling charges to the final destination will be determined upon receiving them in the warehouse. **All sales are final on all custom-size orders.**

You acknowledge that you are purchasing custom-ordered hand-made merchandise and are on notice that such merchandise is being specifically produced for you; all custom-ordered merchandise may have a **5-8% (five to eight percent)** variation in color and **+/- 1-3 inches in size** since they are handmade. Estimated delivery time for this order is _____ months, to New York after deposit & CAD(s) approval. HRI will give you advanced notice of any changes in delivery time. HRI is not responsible for unexpected delivery delays; in no circumstance shall a delay of delivery be deemed to justify the termination or cancellation of such a custom order.

Please return an executed copy of this letter to HRI at your earliest convenience. If you require additional information, please do not hesitate to contact us.

Sincerely,

HRI (Harounian Rugs International)

April 2025

Total Order Amount: \$ _____

50% Deposit Due: \$ _____

Accepted and agreed by:

Company Name: _____

Full Name: _____

Signature: _____

Date: _____