



NAME: Anthony Fung Phone Number: 236-515-2118
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ADDRESS: 802-3331 Brown Road Richmond 46x0P5
STREET ADDRESS CITY

HOW DID YOU HEAR ABOUT US? (Circle all applicable):

Facebook | Instagram | Google | Pinterest | Friends Referral | Staff Referral | Other: _____

ITEM	REGULAR PRICE	SALE PRICE	STAIN PLAN
Ella Civa "Reversible Nubia 61 ETA:	<input type="checkbox"/> 1 Year Warranty	1518.22 <input type="checkbox"/> No Warranty	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Incl G.R.B ETA:	<input type="checkbox"/> 1 Year Warranty	0 <input type="checkbox"/> No Warranty	<input type="checkbox"/> Yes / <input type="checkbox"/> No
2 week Rush. ETA:	<input type="checkbox"/> 1 Year Warranty	<input type="checkbox"/> No Warranty	<input type="checkbox"/> Yes / <input type="checkbox"/> No
93x37" (Sofa) 67" Chaise. ETA:	<input type="checkbox"/> 1 Year Warranty	<input type="checkbox"/> No Warranty	<input type="checkbox"/> Yes / <input type="checkbox"/> No
2119.00 End Card ETA:	<div>Batch #: 721 11/03/22 APPR CODE: R747Z Trace: 1 MASTERCARD *****3254 Chip **/**</div> <div>AMOUNT \$1,700.41</div> <div>APPROVED VERIFIED BY PIN</div> <div>Mastercard AID: A0000000041010 TVR: 00 00 00 80 00 TS: E8 00</div> <div>CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON</div> <div>THANK YOU / MERCI</div> <div>MERCHANT COPY</div> <div>Right-H</div> <div>Q LIVING 2771 SIMPSON ROAD RICHMOND, BC. V6X 2R2 604-270-0880</div> <div>SALE</div> <div>REF#: 00000001 11:42:41</div> <div>yes / <input type="checkbox"/> No</div>		

Initial: _____

Initial: _____


Please ensure you have the appropriate measurements of your house, apartment, townhouse, etc. before purchasing, including entryways, stairways, elevators, as well as twists and turns. Q Living Furniture will not be responsible for any furniture that does not fit in your space. Returns are subject to a minimum 25% restocking fee with the remaining amount put towards a store credit.

If at the time of delivery the movers are unable to move the items into your home due to size of hallways, elevator stairs, doorways, etc. the customer is responsible for the return delivery as well as a **minimum 25% restocking fee. If the original packaging is removed and discarded the restocking fee will be more.*

DELIVERY (True North Cargo): NOT INCLUDED IN PRICING - We outsource a third party company and their fee is paid at the time of delivery. Depending on the service, delivery cost ranges from \$100-\$250.

Please inspect your furniture along with the team as you will assume responsibility once TNC leaves


**NOTE- if the movers are unable to fit your item into the elevator but are able to bring it up the stairway this is an additional charge to be determined by the mover and paid by the customer. Pricing will vary.*

 (initial here)


PICK UP: MUST BE SCHEDULED 24 HOURS IN ADVANCE - Please inspect your item(s) at time of pick up as we are not responsible for damages once the item(s) leaves our warehouse.

NOTE- our warehouse is closed on Sundays and Holidays. **Mon-Fri 11 AM - 5 PM Sat 11 AM - 3 PM*

**NOTE-Any damage incurred after pickup is the sole responsibility of the customer. Please be sure to open and inspect furniture at time of pick up. We do not provide straps or moving blankets.*

 (initial here)

STORAGE FEE- Any furniture not picked up from our warehouse after two weeks may be subject to a storage fee of minimum **\$25/week** *unless alternate plans are discussed at the time of sale. **Any items that have been arranged to be stored in our warehouse, must be paid in full if in stock or once fully received. Custom orders or presale items are subject to a 50% deposit before arrival.**

 (initial here)

ETA (estimated time of arrival) is purely an estimate. No further discounts or compensation will be given if your ETA is not met. We will always keep you posted on any delays or issues that may come up along the way. We will contact you as soon as our supplier has let us know your product is ready.

Please know that we at Q Living Furniture always do our best to provide you with the best service we can. We always keep in touch if there are any delays and we always do our best to ensure you receive your products within a timely manner after receiving them in our warehouse.

If you are unsure about anything we have listed above, please wait on placing your order as once again, we DO NOT offer refunds and cancellation fees may apply. Should a refund or store credit be approved by the management team a **MINIMUM** cancellation fee of **25%** will be applied.

Thank you for shopping with us!

The Q Living Furniture Team

I, the Customer have read the above disclaimer


Signature

Anthony Fung
Print Name

11-03-2022
Date

Sales Rep: _____

Admin: _____

Date: Nov 3 Canadian Customs Sales Form

* Customer Name: Anthony Fung Manufacturer: BC SoFA

Item: Ella Civa Reversible. ETA: Please Circle Below 1 week per Joe

If my order comes in early I can take it. (YES/NO + CUSTOMER INITIAL) _____

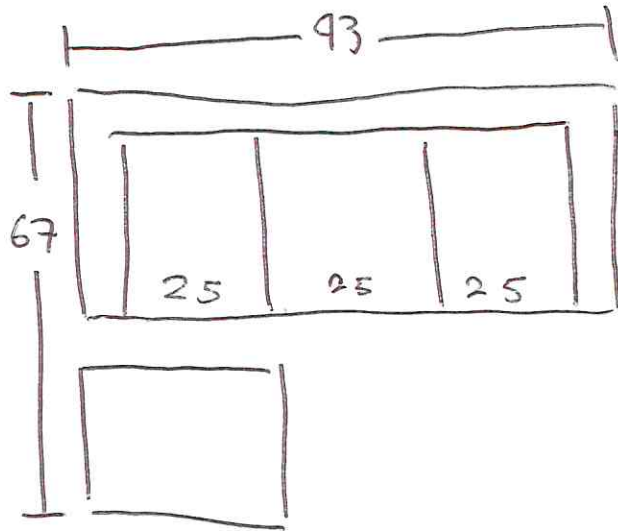
Please be aware that your ETA is simply an estimate. We will do our best to ensure these dates are met, but this is NOT guaranteed. No discounts or credits will be given for ETAs not met.

Vogue: In Stock: 4 - 6 weeks Back Ordered: 12 - 14 weeks || BC SoFA: In Stock: 6-8 weeks Back Ordered: 10 - 12 weeks

<p>Fabric: <u>Nubia 61</u></p> <p><input type="checkbox"/> Grade A</p> <p><input type="checkbox"/> Grade B (+10%)</p> <p><input type="checkbox"/> Grade C (-20%)</p>	<p>Foam:</p> <p><input type="checkbox"/> Soft (M32)</p> <p><input checked="" type="checkbox"/> Medium (M39)</p> <p><input type="checkbox"/> Firm (M45)</p>	<p>Dimensions:</p> <p><input checked="" type="checkbox"/> Standard</p> <p><input type="checkbox"/> Custom</p>	<p>Back Cushions:</p> <p><input checked="" type="checkbox"/> Attached</p> <p><input type="checkbox"/> Detached</p>
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Other Customizations (ex. Q Foam Upgrade, Frame Adjustment, etc.):

DRAWING:



1 week As Per Joe.

I, THE CUSTOMER, HAVE VERIFIED THE DRAWING, OVERALL DIMENSIONS, FABRIC, & FOAM CHOICE ARE ALL CORRECT:

* Customer Name (Printed): Anthony Fung Sales Person Name (Printed): [Signature]

ALL CUSTOM ORDERS ARE MADE TO SUIT YOUR SPACE AND SPECIFICATIONS. FOR THIS REASON, ALL CUSTOM ORDERS WILL BE A FINAL SALE.





Any changes that need to be made to your order must be made within 48 hours. Once this window has passed, we can no longer guarantee that any changes can be made without additional cost. All changes must be emailed to customs@qlivingfurniture.com.

You are required to make sure your order will fit through all doors, hallways, elevators, stairways, etc. We suggest measuring in advance as any items that wish to be returned due to not fitting into your house will have a minimum 25% restocking fee.

25% restocking fee may be impacted by:

- Items no longer in the original packaging
- Opened & repacked items
- Uniquely custom sizing, fabric and/or firmness

After the restocking fee is decided, the remaining balance will be put towards a store credit.


<u>IMPORTANT NOTES REGARDING YOUR ORDER</u>	
Measurements may vary 1"-2" on each piece due to hand built framing and upholstery. Fabrics may vary slightly in shade from the swatch originally viewed in the store. Foam cores may vary in feel and may not sit exactly as shown on the showroom floor.	INITIAL: 
Pilling is a characteristic of many upholstered fabrics that stems from trapped excess fiber coming off of the surface of the material. This release of excess fibers is not considered a defect and is <u>not warrantied</u> by manufacturers. Pilling will only persist until the excess fibers are completely released. The best treatment for this is to use a furniture or clothing depillar to remove the pills and refresh the cover. This may need to be done three to four times, but the pilling on the surface will begin to diminish or ultimately stop. Q Living Furniture keeps fabric depillars on hand for customers to borrow if pilling occurs.	INITIAL: 
Claims due to cuts, burns, stains, soiling, pet damage, excessive sunlight and after-market fabric protectant and improper cleaning are excluded. <u>Do not remove covers for cleaning.</u>	INITIAL: 
ETAs are not guaranteed. Q Living has limited influence over the manufacturing process and timeline of your order. If you order multiple pieces, your ETAs may vary. We will communicate any changes to your quoted ETA as soon as we are made aware of them.	INITIAL: 

All deposits made are non-refundable after 48 hours from your order being placed and will be applied as a store credit.

Once your order has been received from the supplier, we will contact the number you have provided to us to arrange pickup or delivery of your product.

If you are unsure of anything we have listed above, please wait on placing your order as we DO NOT offer refunds. You will receive a store credit as long as the custom order has not been put into production.

I, the customer, have read the above disclaimer:

Customer Signature: 



ESTIMATED TIME OF ARRIVAL
Canadian Custom Disclaimer Form

Congratulations on finding the right item for your space! We wanted to let you know a few things about your order and what may come up along the way.

Due to COVID19, our suppliers have seen quite a few delays and sudden push-backs that are simply out of our control. These can be for a number of reasons such as back ordered parts, backlogged production, or fabric delays along the way. As soon as we hear any updates from the supplier, our next phone call is to you with an update.

Please know that an **ETA** (estimated time of arrival) is purely an estimate. No further discounts or compensation will be given if your ETA is not met; at this time you are committing to a pre-order item knowing that delays may occur. Our best price was provided to you at the time of sale. Even without COVID19, we see delays here and there, it has just unfortunately been a bit more frequent since everything began in March 2020.

Please keep this in mind at the time of your purchase with an understanding that these delays may occur. If you require an item for a specific date that is close to the ETA at the time of purchase please know this date may change along the way and simply ask for your patience and understanding until the item arrives.

I, the Customer, have read the above with regards to an ETA X (initial here)

Please know that we at Q Living Furniture always do our best to provide you with the best service we can. We always keep in touch if there are any delays and we always do our best to ensure you receive your products within a timely manner after receiving them in our warehouse.

If you are unsure about anything we have listed above, please wait on placing your order as once again, we DO NOT offer refunds, and cancellation fees will apply. All custom orders are made to suit your unique taste and specifications. For this reason, all custom orders will be **final sale**.

Thank you for shopping with us!

The Q Living Furniture Team

I, the Customer have read the above disclaimer:

X
Signature

X
Print Name

Nov. 3 2022
Date

I, the Employee, have explained the above disclaimer:

[Signature]
Signature

Lae Edwards
Print Name

Nov. 3, 2022
Date

