



RJ THOMAS
fine furniture & accents

Valued customer,

RJ Thomas Ltd takes pride in maintaining an exceptional level of service throughout our local trading area. This local trading area consists of the three Metro Detroit counties (Wayne, Oakland and Macomb), an area of over 2100 square miles where we can offer deliveries, returns, exchanges and in-home service from contractors with whom we have longstanding relationships.

Whenever merchandise is shipped beyond our local trading area (especially outside Michigan) we find it essential that you, as a customer of RJ Thomas Ltd., acknowledges your role as the “retailer” who has a selling and servicing relationship with your client, the end user. It is important that your selected receiving warehouse and delivery agent properly inspects not only the merchandise but the shipping cartons upon receipt from the trucking company. Once the merchandise is received outside our local trading area, your receiver must process any freight claims and make minor or major repairs as directed by the factory or by RJ Thomas Ltd. It is generally imperative that no merchandise be delivered to the end user’s residence or place of business without being opened, inspected and “deluxed” as necessary.

Thank you for your business.

*Deluxing – general steps: 1. Inventory the shipment to make sure all pieces on the freight bill/bill of lading matches; 2. Remove product carefully from packaging and inspect for manufacturer’s defects or transit damage; 3. Correct any minor flaws, scratches, loose bolts or hardware; 4. Wipe the product to remove fingerprints, dust, dirt or packaging material; 5. Test assemble beds or other items to confirm all hardware is present and make any necessary adjustments in the warehouse; 6. Use clean blankets to wrap the product for home delivery.

If a major defect or transit damage is found upon removing the product from its packaging, please: 1. Keep all packaging materials; 2. Take a digital photograph immediately; 3. Send the photograph to RJ Thomas Ltd so necessary disposition steps can be taken.

Please indicate that you have read and acknowledge your role as the retailer/reseller.

Signature: _____ Date: _____

Name (Printed): _____