

Pricing, Fees, and Credit Terms

- All Prices are NET, USD per yard. Fabric and Shipping Charges are subject to change without notice.
- Invoices will not include sales tax for locations outside California and New York State.
- Full payment, including shipping and other miscellaneous charges, is required prior to shipment unless open terms and a credit limit has been established.
- Payment can be made by check, wire transfer; or by a major credit card. We do not accept credit card payment for discounted orders.
- Checks should be made out to RODOLPH, Inc. A check made out to our Representative may delay your order.
- A \$50 service fee per shipment is required to cover documentation for drop ships to destinations outside the USA.
- A \$25 fee is applicable for each payment, both the deposit and final payment, made by wire transfer.
- “Limited to Stock on Hand” (LSH) are fabrics with a discounted net price. Requests for additional fabric must be independently quoted and may require a minimum yardage purchase.
- “Specials”, “Limited to Stock on Hand”, or “Discontinued” fabric sales are final.
- After a minimum \$1,000 CBD purchase, an application may be made for credit terms. In addition to the invoice amount, the buyer will be liable for all costs, expenses and fees incurred by RODOLPH, in collecting monies due. Past due statements will incur interest up to the maximum allowed by law.

Ordering Requirements & Shipping Terms

- Fabrics are sold in ½ yard increments with a 2 yard per fabric minimum. A \$20 surcharge will apply for cuts under 2 yards. Minimum requirements and cut fees apply to add-ons after an order has been invoiced.
- Fabrics in stock may be reserved for 10 working days without a deposit. All orders must be placed in writing.
- Fabric will be held for a maximum of 60 days with a deposit; final payment or a release to ship must be received within this time or RODOLPH reserves the right to sell the fabric to other customers and back order your request.
- Shipments are FOB Sonoma, California. RODOLPH reserves the right to select an appropriate carrier. When using a client’s own shipping method/account, a \$10 handling fee applies.
- Standard orders are shipped within 2 business days. Rush orders may be available for a small service fee.
- When utilizing RODOLPH Services for FR and Stain Resistant Finishes, a separate fee to drop ship to the finisher is charged. Thereafter, final shipping charges will be FOB the finisher’s location.
- Quoted delivery dates are approximate; RODOLPH shall not be responsible for any delay or failure in performance for any cause beyond RODOLPH’s control (including but not limited to labor difficulties, failure or delay of sources to supply, transportation difficulties, accidents, fires, acts of God) or any event which interferes with RODOLPH’s normal business operations.

Cancellations & Returns

- No merchandise can be returned without prior authorization. All return requests must be filed in writing within 2 weeks from receipt of goods. Returned fabrics must be uncut and in original condition. Tag flaws with a thread only at the selvedge. Fabric with chalk marks or tape used to note flaws will not be accepted.
- RODOLPH cannot be held responsible for any claims regarding fabric that has been processed, including but not limited to cutting, steam, heat, use of chemicals, gluing, and backing or otherwise.
- RODOLPH is not responsible for labor and processing costs incurred by workrooms or finishers. RODOLPH will not be responsible for any costs other than those billed by RODOLPH.
- A 25% restocking fee will be charged for returned fabric shipped from existing stock, and no less than 50% for special orders. Cuts of less than 6 yards will not be accepted for return unless fabric is found to be flawed.
- Up to 10% overage will be shipped and charged on all SPECIAL and CUSTOM orders. If color matching is critical, the customer must submit a control sample at the time the written order is placed. Utilizing its best efforts, RODOLPH will endeavor to match the control sample to within acceptable industry standards.
- No cancellations or refunds are allowed for CUSTOM orders. A deposit constitutes acceptance of these terms and conditions. Any outstanding balance becomes immediately payable in the event that a client delays delivery of fabric beyond a reasonable time period. This is deemed to be no later than 30 days from the quoted delivery schedule.

Quality Limitations

- RODOLPH carefully inspects all goods before shipment. Certain hand-made products are by nature irregular. Natural fibers may include slubs, along with variations in texture and color; these do not constitute flaws.
- All weights and dimensions are approximate. Side matching on handmade textiles and certain other geometric prints or woven fabric may not be exact.
- Our fabrics are not guaranteed against fading, wearing, dimensional change or any other physical changes in appearance, including, but not limited to, shrinkage due to cleaning, steaming, or sun exposure.
- RODOLPH does not guarantee its fabrics for any particular use. Appropriate application is the responsibility of the customer. Questions regarding application should be directed to Customer Service before purchase.
- We provide a cutting-for-approval (CFA) that represents current stock on hand and to ensure that the correct fabric has been ordered prior to shipping. When a customer waives a cutting-for-approval all rights to reject the fabric are waived with the exception of flawed fabric. We clearly mark the “face” side of our fabrics prior to shipping. It is client responsibility to ensure proper workroom application.